Page Name | Page Content

The following documents are required for KYC as per the business registaration type : Â

Freelancer

Sole Proprietor

Partnerships/LLP

Company

1. Aadhar CardÂ Â Â Â (Both Sides)

1. Aadhar Card (Both Sides)

1. Aadhar Card (Both Sides)

1. Aadhar Card (Both Sides)

2. Owner PANÂ Â Â Â Â Card

2. Owner PAN Card

2. Owner PAN Card

2. Owner PAN Card

Â

Â

3. Firm's Pan Card

3. Company Pan Card

Â

Â

4. Partnership Deed

4. Certificate of Incorporation

Â

3. GST Certificate / GSTÂ Â Â Â Â Â Â Â Â Declaration

5. GST Certificate / GST Declaration

5. GST Certificate

Â

4. Business Registration Proof

6. Business Registration Proof

6. Business Registration Proof

Â

Â Â > Udyam Certificate

Â Â > Udyam Certificate

> Udyam Certificate

Â

Â Â >Shop Establishment Certificate

Â Â >Shop Establishment Certificate

>Shop Establishment Certificate

Document Check

There are certain cases in which two employees / team members of the same entity have created two different accounts.Â In such instances, where we find the duplicate organizations are created in the BMS for the same entity, the following steps are to be followed -Â

Check, on which Org ID the website is LIVE, It can be checked by looking at tab - Website Details the org page. If domain is filled and the status is marked as active, it implies that the website is LIVE.Considering larger involvement on part of tech, the website cannot be transferred from one organization to another organization, Hence the Org Id on which website is LIVE shall be considered as the main organization ID.

Identify all the members that you consider are of the same users. Mail to all registered email ids of such users with the following template and ask an approval mail from each individual mail id sent by us. This revert received will be a request and confirmation, that all members are to be linked to the single organization. I.e. a single wallet website would be accessible through multiple logins.

Post approval, Finance will link all the members to a single organization (main Id) and mark the following member activity both on the owner page as well as the duplicate account.

Then all the amount from multiple wallets shall be transferred to the 1 single wallet.

We keep a track of all such Mapping at single place along with date and name of person and subject line of the mail containing agentâ€™s approval Organization Mapping Tracking.

Mail to be Sent to User for Approval of Mapping of two or more accounts

Greetings for the day !!!

This is to inform you that your account is registered with us, through 2 different email and mobile which has led to creation of duplicate accounts of a single user.We are merging both the accounts, which shall imply that your wallet, website, financial transactions shall be accessible using any of the email ids or mobile no listed below:

Email Id 1Email Id 2Mobile No 1Mobile No 2Please provide your confirmation from each of the email ids mentioned above to combine your both the accounts. In case you want to keep both the accounts separate please reach out to us at +91-9311662152 or mail us at kyc@travclan.comBy sending confirmation you / your partners / the entity or any relevant stakeholders associated with you agree to indemnify for any loss/ harm to Travclan in lieu of such request.We hereby indemnify and undertake to keep TravClan indemnified at all times to the extent any claims are brought against Tr

Also Please Note, that the DBS account Number 95201434324234235 which was linked to email id _____ will no longer be functioning.

Amount deposited in this account post dd/mm/yy will not be refundable.

Thanks and Regards

Â

Post Mapping Challenges /Â Issues

Lets Understand with a Example,Situation Before Mapping

Org 1

Member 1

Booking A

Booking B

Org 2

Member 2

Booking C

Booking D

Agent asks to merge Org 1 with both Member 1 & Member 2. I.e Agent is willing to keep a single account which is Org 1 with access to login from 2 users.In this case, Post Agents confirmation, we will MAP both member 1 & Member 2 with Org 1.Â Hence, Org 2 will never be able to be logged in.

Now Post Mapping completion, Let's Assume Booking C is cancelled and the amount is to be added to the walletSince Booking C is linked with Org 2, the amount shall be refunded to the wallet of Org 2 which is not accessible through any login.IssueÂ No 1As per TC, we have refunded the amount to the agent and mailed him. But agent is concerned of his / her refund which is not reflected on his wallet because he is looking at wallet linked with Org 1Temporary hot fix to ensure Agent is able to use his / her amount from wallet we shall need to make Payout Request from Wallet of Org 2

Issue No 2

Since org 2 is not usable, so is DBS Number which is linked to it. Although we clearly have stated in mail that to never use this DBS Number, the agent can never be trusted to follow the advise with precision. Hence we have removed our liability of any refund by clearly stating the DBS issue in mail.

Issue No 3

Organisation Ma

Whenever a new user seeks to transact with us, the KYC documents of the user shall be required. We must have complete details of the user , user's entity with whom we are transacting with. Doing KYC is a verification process that allows an entity to confirm and thereby verify the authenticity of their customer.Why do we take collect documents of User (Travel Agent / Supplier) of TravClan ?

To establish the identity of the User / Travel Agent. This means identifying the customer and verifying his/her identity by using reliable, independent source documents, data or information.

To ensure that sufficient information is obtained on the nature of business that Agent / User expects to undertake and the purpose of the account.

To monitor financial transactions done by our agent.

To analyze our(Travclan) risk

To know about an agent's type of business whether he is a travel agent or not.

Doing KYC in TravClan is a 4 step process :Â

Collection of Documents. ACMs are accountable to collect the documents from the Agents. As of now, there are 3 methods through which documents are collected.

Uploading Documents in BMS & KYC VerificationFinance needs to ensure that the documents collected are reviewed & KYC is checked within 3 hours.

KYC Approval / Rejection Mail to UserFinance needs to ensure, clear communication is made to users (agents / suppliers) about approval / rejection.Communication is to be done on Mail / WhatsApp.Â ACM should coordinate with the user to get KYC Approved in case of Rejected cases.

Ensuring User Agreement / TCS is signed & uploading the same in BMSFor each User being onboarded, we need to ensure that the user agreement & TCS Declaration is being Signed.

Daily Metrics tracking / ReportingWe need to track & monitor the onboarding success rate / documentation completion success rate and keep on improving thereon

The following Tasks fall under the Member Activities / KYC Domain -

Checking Form Responses & Uploading Documents

Checking KYC Pending in BMS

Checking KYC of Pending Withdrawal Request

KYC Check Finance --> Approve / Reject

Sending User Agreement (few instances) and uploading in BMS

Send TCS Declaration & Keep Track of TCS Responses

Email / Mobile No. etc Change

KYC Alteration - Tracked through BMS / Mails (KYC Pending)

Organization Mapping

Assisting ACMs in Getting User Agreement Signed & Assisting Agents to sign the agreement

Solving for ACMs / Agents Queries around User Onboarding

Objectives

Faster User Acess i.e. ensuring KYC is completed at a faster pace. Ideally Solving for making KYC approved and account active within 1 hour

Understanding w KYC Flow in TravClan

Each User can log into travclan.com using their registered Mobile Number.OTP is sent to the registered mobile number and registered email Id

Agents / Users do receive booking confirmation / invoices, ticket vouchers on the email Id registered with Travclan.

Whenever agents wish to change their Email Id the following steps is to be followed.

Login to Travclan.com

Open the Edit Profile Page by Clicking on the profile Picture

Open the Account Detail Page, You shall be able to get edit email button

Enter the New Email Id and then Click on Next

You shall get an page to enter OTP

Enter the OTP, and then you shall get a verification mail on your new email ID

Click on the mail received on the mail & the email Id is updated

Whenever agents wish to change the registered phone number the following steps is to be followed,

Agents Requests for Mobile No Change.

Any one who is speaking with the agent will ask the agent to forward a Mail from his registered mail Id.The Email should come from Agent . Same Email Needs to be forwarded by AgentÂ / ACM to finance@travclan.comÂ

Post this, ACM will fill the following google form. Note: If this formed is not filled, Finance will not proceed ahead with the phone number change process.https://docs.google.com/forms/d/e/1FAIpQLSf9fcwfMorEBCZUsMzha1SVj3_ksePqLz0tBolnY_EEIqW6ng/viewform

The responses are captured in the following Sheet.https://docs.google.com/spreadsheets/d/1OV1lHTqFSXiy4rImflpE37Kepo_ezoHnrqpACK764N0/edit#gid=2131971409ACMs can track status of their response on this Sheet along with the remarks mentioned. Ideally status shall be updated every 24 hours.Description of Status in the Sheet

Status

Description / Meaning

Done

Email / Mobile No updated

In Progress

Pending to be updatedÂ

Mail Sent

Mail Sent to Agent for Verification

Rejected

Rejected. (In such case please find the reason for rejection in Remarks)

Post Filing the form, finance shall proceed with Mobile No changes.Kanishka shall update the mobile number and revert to the agent to login using his fresh number

Scenarios for Agent to send mail / SMS from the registered email IDÂ Agent wants to

Email / Mobile N

The next important step is to verify the documents that are uploaded. The folllowing steps are folliowined post uploading of the documents :

Once all the documents are uploaded, we run the KYC and check the authenticity of the each document using third party KYC verification Tool. (For Now we are using Karza - https://www.karza.in/products/TotalKyc)

As on date, We run the KYC of only some specific documents and physically review the others

Post review of documents, to mark the status of documents approved or rejected as per genuineness of the document. This shall be done by clicking on the pending status of the document.Â

Ensure that the following details are properly filled in the organization page.

Basic Info: Organization Brand Name & Organization Legal Name

Contact Info: Email & Mobile

Primary business : B2C travel Agency

Location: Address mentioned on the GST

GSTIN: As per GST & if not applicable then NA

State: As per address

Registration type: Type of registration as per the documents/info provided by the agent

Addresses need to be filled in the address tab as per the GST.Â - if No GST, as per the GST Declaration

Bank Details - Bank Account details of the entity added from the cancelled cheque/bank statement provided by the User

Once everything is checked and completed. Mark the Organization as verified under Business Verification Details.

Post this, a Green tick would appear in the Organization Page. This implies that the KYC of the organization is verified.Â

Then mark the following member Activity on the Member page :Campaign - Member/Organization KYC

Activity - KYC Approved

Remarks - <>blank(Also, few columns are also to be updated on the Sheet, where the Agent's Responses are recorded.)

KYC Finance Verification and Mails -- Link

Â Post this, Organization page is to be made active. Member page to be made active by the ACM (?)

Post this, we shall send a confirmation Mail to a User / Travel Agent and also check whether the User Agreement is correctly signed or Not.

Â

Documents for which we run the KYC to check the genuiness using a third part tool :

GST Verification

Click onÂ button Update Manually fieldÂ Â Â Â Â Â

Add the GST number in -The GST number needs to be added in the Document unique identifier field shown below.

Run the KYC of GST by clicking on the button RUN-KYC. We will land on the page of View business document kyc result, where we can check the identity of entity as well as the status of the GST, which should always be active. We can also check all the details regarding the company and owner from here.

PAN Verification

Company's PAN and Owners PAN need to be checked.

Click on Run KYC as all the details are auto filled. In case of any tech issue , we need to fill in the details manually by clicking the update manually, where we need to add Document unique identifier, Document Holder Name, Document Holder Date of Birth and Document Issue Date.

By clicking on Run KYC, page will direct you on KYC result, where you need to see the status of the document under KYC response, it should always beDocument Status- ActiveDuplicate - NoneName Matched - TrueDate Of Birth Matched - True

VOTER ID / PASSPORT VerificationKYC need to be run in a similar way.(if provided as a substitute of Aadhar card)

The following Steps are to be followed while onboarding any Supplier

Along with discussion of business terms, there are few things which are to be discussed from finance perspective

Post Discussion, document the business terms and the following finance terms. (Send a Mail to Supplier for confirmation & receive the documents) (Please keep kyc@travclan.com in loop in such mails)

One time KYC and contract is necessary for onboarding any supplier. Documents to be collected on the basis of the following Document Checklist.

Payment Policy - A standard payment policy according to which Travclan will pay the amount to the supplier.

Cancellation Policy - A standard cancellation policy applicable for all the booking with that supplier.

Invoicing - Tax invoice is required at the time of booking. Payment cannot be made without a proper tax invoice.Billing Details -Travclan Technology India Private Limited.Address: E-13/29, First Floor, Workingdom, Harsha Bhawan,Connaught Place New Delhi New Delhi DL 110001GSTIN: 07AAHCT4383P1ZL

Collect the documents on Mail and upload the KYC documents on Organization Page.Mark the following Member activity :

Campaign - Member/Organization KYC

Activity - KYC Pending

Remarks - Supplier Onboarding ContractImportant - Please do mention the Supplier Currency in the Member Activity

Â

After marking the activities in LMS a google form needs to be filled with all the supplier details to record payment & cancellation terms.All the responses are saved in the following Sheet.

Status of the Contract shall be checked by opening the Member Activity in the BMS.Â (Nothing shall be updated in the Google Sheet)

Post this KYC Verification Process shall be followed by Finance & KYC Confirmation Mail shall be accordingly be sent to the supplier.

Through Mail - Sι For Sending a Confirmation Mail - Refer to Document : Mail-to-Users...The below invoice / billing details should be shared in the case Supplier is onboarded by our Singaporean EntityBilling Details for SGP EntityTravClan Global Services Private LimitedJalan Sultan, #11-01 Textile Centre, Singapore 199018UEN : 201920313CWhat will happen if the payments terms are changed post signing of contract ?Note - Incase there is any variation in the payment terms for any specifi

	No ACM shall change / update / alter any of the field in Member / Organization page that is related to KYC / Profile Updation.Illustrative List of Fields which are Not to be Updated :-
	Organization Legal Name
	Registration Type
	GST No. (if Declaration write No GST)
	State (under Organization Business Details)
	Address with city, State and Pincode (different state)
	Addition of any new KYC Document
	In case any of the user / agent requires updation of any of such fields as mentioned above, reach out to Finance - Aashima/ RanbirAll such cases are classified as KYC Alteration Cases & the following activity is to be MarkedKYC Pending - #alteration
	Important Note for ACMs
	Whenever an agent reaches out to ACM for getting any of field / documents related to the KYC changed / updated,If
	It involves change in the PAN of the entity / agent - New Member AND Organization to be created
	It doesn't involves change in PAN of the entity / Agent
	involves Change in address (where the address is changing to a different state) - New Member AND Organization to be created
	All others - Alteration of fields in existing member / org by finance team
	Â
	Â
	FAQs pertaining to KYC Alterations :
	1. Agent cannot create new account using the already registered phone number/email ID
	Answer : Agent need to create a new account using any other phone number (either of a partner or immediate family member). This can be swapped with his original phone number post creation of the new account.Â
	2. Why can't a new organization be added manually and mapping instead of asking the agent to create a new account (new member AND new org)?
	Answer : Creation of a new organization entails the below issues:
	Refunds of bookings made from the old organization will go to the wallet linked to the old organization, which will NOT be accessible to the agent. This means, the agent will not be able to use any amount refunded for old bookings.
	Â
	Post adding a new organization, if the agent adds money to their wallet, the amount will reflect in the wallet linked to the old organization and not in the wallet of the new organization.Â
	Â
	Â
	Â
KYC Alteration Pr	Â
	Where the member is already active, agents are not able to submit / change documents online. In such cases,Â ACMs shall ensure that the documents are uploaded in the BMS and the following activity is being marked :Â
	Campaign - Member/Organization KYCActivity - KYC PendingRemraks - XXXXXX [Please do mention the remarks (if required)]
	Â
	Any time, Due to any Reason if you feel that the KYC is to be reverified, or you find something is wrong in the KYC of the User, please do mark the following member activity and mention the details in the Remarks section.
Through - Mail /	Campaign - Member/Organization KYCActivity - KYC PendingRemarks - XXXXXX XXXXXXX XXXXXXX.............Ideal TAT is 6-8 hours. In case there is any urgency then ping in #kyc_rejected slack groupÂ Also no point messaging on personal chat.While posting urgent follow below formatLms ID - https://lms.travclan.com/admin/members/member/25135/change/?_changelist_filters=account_manager__id__exact%3D270%26p%3D2Reason for Urgency -Â Docs uploaded on date -Â
	Add the documents type under the specific head in the organisation business document one by oneÂ Â Â
	Post Upload of all the documents, mark the following activity on the Member page :
	Campaign - Member/Organization KYC
	Activity - KYC Pending
Uploading Docur	Also, please do Add Remarks on what is being added

Once the KYC is completed and he remarks are updated in the BMS / Google Sheet, we need to convey to the USERs on the Mail about the KYC & Contract Status.A. Mail to Suppliers

Whenever the KYC is approved, a Auto Mailer is sent from the BMS.

In case, of the supplier, the contract should be signed using Dochub.

Now, the person sending the contract to the supplier shall send the following Mail, on the same KYUC Approved mail (which was sent from the system)

Subject Line of the Mail :Â Congratulations! KYC Approved | TravClan | XXXXX(Member Id)

quoteDear Travel Partner

Congratulations on becoming a User on Travclan's Platform.

By Signing the agreement you are agreeing to our terms and conditions mentioned in the agreement and also the the terms & conditions mentioned in the Mail below : -

Agreement Link :Â

Payment Terms -Â

Cancellation Terms -

Invoicing - Tax invoice is required at the time of booking. Payment cannot be made without a proper tax invoice.Billing Details -Travclan Technology India Private Limited.Address: E-13/29, First Floor, Workingdom, Harsha Bhawan,Connaught Place New Delhi New Delhi DL 110001GSTIN: 07AAHCT4383P1ZL

We are pleased to do business with you, looking forward to a successful working relationship.

Thanks and Regards

KYC Approval Ma unquote

As a sub part of the KYC process, we need to ensure that the User / Agent also agrees to TravClan's terms & conditions by signing a one time USER AGREEMENT. The following steps must be done to ensure each & every Travel Agent / User signs a one time USER Agreement.

Check, If the User Agreement signed through Documents Collection Link i.e https://about.travclan.com/kyc.pending Â is Approved or Rejected

If Approved,Â

upload it to the organization page & then mark the following member Activity: Campaign - Member/Organization KYC

Activity - Contract Signed

Remarks - <>blank

If Rejected

Send a New agreement to registered Email Id using Dochub.

Update the member activity of Contract Sent along with the dochub link.Campaign - Member/Organization KYC

Activity - Contract Sent

Remarks - <dochub link>

While sending KYC Appproval Mail, the dochub link is to be sent. Post Signing continue with Step 1

The following should be checked to consider the USER Agreement as approved,

The signature should be of the name of the owner or initial of the owner name.Â

Â

Note :Â

While sending the User Agreement to Supplier, a different template is used, in which Annexure -1 , Payment terms to Supplier can be edited.

You can refer to common payment terms, in this Sheet. Refer Tab - Common Payment Terms

The mail must send on same mail chain, of the KYC Approval Mail.Â

Sometimes, a travel agent / user may ask for a signed Agreement, In such cases, please reach out to Aashima to send the agreement using Dochub##Aashima to Mention further Steps

Email Template to be Used while sending Dochub Link

Hi,

Â

We have sent you the user agreement in a different mail. Please check and sign.Step 1 - Search for Â "User Agreement Dochub" on your mailStep 2 - Click on Link in the mailStep 3 - Sign digitally insecure manner with complete data security and confidenceAdditional Link for agreement :

Â

D. Sending User

When a KYC is approved from the member activity 'KYC Approved' is marked on the member page of LMS by the finance team. (Irrespective of whichever flow documents are collected / KYC is Marked pending)Â

An auto mailer is sent to the agent. The following template is used.

Subject Line of the Mail : Congratulations! KYC Approved | TravClan | XXXXX(Member Id)

Quote

Dear Travel Partner,Welcome aboard to TravClan!Your KYC documents have been approved by our Finance Team and you have been given access to the TravClan portal.You may contact your account manager (marked on this email) for exploring TravClan further.Look forward to working with you.Warm Regards,TravClan

Unquote

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KYC Completion Â

A. KYC Not Submitted Online

In case where, the KYC docs are not submitted online

When a KYC is rejected, the member activity 'KYC Rejected' is marked on the member page of LMS by the finance team.

A KYC rejected semi auto mailer is used to send mails (Auto Mailer Using Google Sheet) - KYC Rejected AutoMailer Sheet

Auto mailer template :Subject Line of the Mail : Revised KYC Doc Required | TravClanQuoteDear Travel Partner,Thanks for signing up with TravClan!

We have not been able to process your KYC because of incomplete documents : <Remarks updated by Finance team on LMS>Please share the correct documents as highlighted above so that we can get you started with the TravClan Portal.Look forward to working with you.Warm Regards,TravClan

4. Fill in the following details in the AutoMailer Sheer & Click on "Click to Send" button

Column A - Agent's Email Id

Column B - ACMs Email Id

Column C - KYC Rejection Remarks

Column D - Agent's Member Id

Unquote

Â

B. KYC Submitted online on TravClan.com

When a KYC is rejected from the member activity 'KYC Rejected' is marked on the member page of LMS by the finance team.Â

An auto mailer is sent to the agent, through BMS.

Ranbhir can decide to send detailed mail even if the dos=cs are submitted online

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KYC Rejection M Â

Background :Â

Government has introduced TCS (a Tax to be collected at source of the transactions) on sale of Tour & Travel Package. The law was introduced in Budget 2019 and made applicable from 1st October 2020.You can read about TCS here .

TravClan being a b2b player ensures through a declaration that the TCS is paid / collected & all the compliances are to be fulfilled / completed by the Travel Agent / User.

Hence we need to ensure that we collect the TCS Declaration from each Travel Agent / User. It is a one time declaration and not to be collected on each booking.Â Any agent who intents to make a international booking should sign the TCS Declaration.

How does the flow work ?

As soon as any agent

makes / confirms a international booking &

"TCS Declaration Signed" activity is not marked in the Member Page, (of the Member linked to the booking)then, a automatedTCS Declaration is send to the registered mobile Number (whatsapp) (fetched from the member page)Â All such responses are recorded on Tab- Dashboard of the TCS WA sender Sheet

Sample LinkÂ sent to the Travel Agent - https://travclan-tcs.paperform.co/

The details filed in the declaration are fetched from the member page.Â Ideally, should be from Org Page but Product Challenge, Org Page doesnot contain name of the owner / directorPossible Solution

Fetch Details from Organization PageDetails of Owner can be fetched from KYC Box

Educate ACMs & Agent <> The details in TCS can be manually changed and Agents need to fill correct details

Reminder link is sent every 24 hrs

The UserÂ / travel agent can edit certain details which are fetched from the member page. The User, signs the declaration and then the responses are recorded in Tab - Responses of the TCS WA sender SheetAlso, the signed TCS (pdf document) is received to kyc@travclan.com.

Â

Now, Shyla should ensure that are the responses are checked on daily basis & following action steps are performed

Whether the TCS signed is valid or not ? - Cross Checking it with the KYC / Organization page.

If it is valid, upload it to the organization page & then mark the following member Activity:Â

Campaign - Member/Organization KYC

Activity - TCS Declaration Signed

Remarks - <>blankAlso, do mark the status of the Delcaration in the Sheet too

If it is invalid / rejected, the following steps are to be followed

Open the member page using the email id & then direct to the Organization page

Update the Status "Rejected" in the Column H of the sheet & Reason for Rejection in Column I

Now, in such cases, we need to send a TCS Declaration manually using Dochub.Â

Post this, update the member activity of TCS Declaration Sent along with the dochub link.

Campaign - Member/Organization KYC

Activity - TCS Declaration Sent

Remarks - <dochub link>

Mail to the agent & get the TCS Signed. Post signing continue with Step 3(1).

Challenges :Â

Org Id is not being displayed / captured in the Sheet in apx 40% cases

TCS Declaration is sent from member details which might not be of the owner & maybe wrong too.

Action Items :Â

Understand how the TCS Declaration is sent Manually (Using Dochub)

Ensure all the responses received in Response Sheet are reviewed on Daily basis to get them Approved / Rejected. ----- Prashant / Shyla

	When an agent sign's up in the TravClan portal (using his mobile no.), the Agents needs complete the one time KYC process. An agent needs to follow the following steps :Â
	Submitting the respective documents as per their Business type in form mentioned below.Form Link:Â https://www.travclan.com/en/kycpending
	As per the Business Type selected, the requisite documents are asked for. An agent needs to submit the requisite Documents.Documents are to be Uploaded on the particular Heads
	Post uploading the documents.Â Agent agree to our terms and conditions by putting a tick as displayed in the boxÂ below.
	https://about.travclan.com/contract
	Finally, click on the submit button.
	Here the process from agent / user's end is complete.
Through Portal -	In this Scenario, sending User Agreement manually is not required.
	Â
	In case a KYC is rejected, the reason for the same can be found in the remarks section in LMS. In cases where there are no remarks, you can reach out to Ranbir
	A KYC rejected case can be categorized under two heads:
	1. Member/organization is active.
	If the member and organization is already marked active and the KYC is being rejected, the following steps will be followed:
	a. An email will be dropped to the agent asking for the missing documents over email.Â
	b. Upon receiving the documents, the ACM will upload the documents in LMS and mark the activity 'KYC Pending'.
	c. This KYC will be taken up by the Finance team.
	Â
	2. Member/organization is inactive.
	If the member and organization are inactive by default, the following steps will be followed:
	a. An email will be dropped to the agent to login to https://www.travclan.com/home and re-submit the KYC form.
	b. Once this is done, the case will be picked up by the Finance team.
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Re-Uploading do	Â
	My agent is currently registered as a sole proprietor but wants to shift as a company. What is to be done?In such a situation, the agent is supposed to create a new account with us with a new set of credentials as shifting of registration type from proprietor to company is not possible in the current registered account as per guidelines.In such scenarios we donot collect Rs 2999 again from the agent.Â
	How can an agent change his email address?The agent can visitÂ https://travclan.com/en/editprofile/member in order to change his email address.
	My agent is unable to change his email address via portal link.Â In case any agent is unable to change his email address from the portal link, following steps are to be followed-
	Email/Phone number of Change form is to be filled along with all the relevant details.
	The agent is supposed to share an email on finance@travclan.com or kyc@travclan.com from his registered email address and share a confirmation to change his email address.
	The email address shall be changed within 24 hours.
	How can my agent change his contact details on the portal?The following steps are to be followed in case any agent wishes to change his contact details on the portal.
	Email/Phone number of Change form is to be filled along with all the relevant details.
	The agent is supposed to share an email on finance@travclan.com or kyc@travclan.com from his registered email address and share a confirmation to change his email address.
	The contact details shall be changed within 24 hours
	Can we onboard freelancers without payment of a fee of INR 2999?No agent can be onboarded as a freelancer without payment of registration fee. However, in certain exceptional cases, Veni can give access without receiving the payment.
	Is Udyog Aadhar accepted?Udyog Aadhar is not accepted from 31.3.2022. Business registration proof like Udyam, Shop establishment certificate or any government document with firm and owner name required. Udyog aadhar is not accepted as business registration proof.
	Can a GST/Business registration proof that does not include any travel related activity be accepted to onboard an agent?Yes, provided the ACM confirms that the member is a travel agent and mentions about his travel related business in LMS.
	How to get accounts mapped?ACMs are required to fill in the Organization Mapping Form to get the accounts mapped. Once form is filled 'Mapping Approval || Travclan' mail will be sent to agents where approval from all mail IDs mentioned is required.
	How to get the address updated for the agents?Address change is only possible on the same account when the State is not changing. Addresses for the account are picked from the GST/ GST Declaration. (No other document will be considered to update the address)
	How to get secondary accounts unlinked when mapped together?Only the primary account owner can mail to get the access removed for the secondary accounts. Approval to get the access removed is required from all the accounts in case of partners and directors.Â
	Can the KYC be approved when the DOB/ spelling/ surname mentioned in the Aadhar is different from that of the PAN?In such cases, we must ask the agent to provide another identity proof like Passport, Voted Id or Driver's license to verify the correct DOB/spelling/surname.
KYC - FAQs	Â

Organization Mapping

There are certain cases in which two or more employees / team members of the same entity have createdÂ different accounts. Post organization mapping all members linked to the single organization would be able to access a single wallet through multiple logins.

Organization mapping is done in following cases:

In case we track the duplicate accounts of same entity

Account managers or agent have asked to do organization mapping. Following google form is to be filled by ACMs in order to get the members mapped. Link to form : Member Mapping. Post filling the form, following procedure will be followed.

PROCEDURE TO BE FOLLOWED BY ACM:

ACM to fill out the form-Â Organization mapping form

The mapping request can be tracked here-Mapping tracker

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Following procedure is needed to be followed by FINANCE:

Identify the main organization: Main organization would be considered in following priorities: ->> Check, on which Org ID the website is LIVE, It can be checked by looking at tab - Website Details the org page. If the domain is filled and the status is marked as active, it implies that the website is LIVE.

Considering larger involvement on part of tech, the website cannot be transferred from one organization to another organization, Hence the Org Id on which website is LIVE shall be considered as the main organization ID.

>>Organization on which membership is purchased will be considered as main organization

>>Organization on which the main wallet is there

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Send mail in the following format: Mail in the following format would be sent to all users mentioned in the mail and their respective Account Managers, also finance@travclan.com will be kept in cc. Approval should come from all the mentioned email addresses in the mail, after that only finance will proceed further with mapping.

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Subject: Mapping Approval | TravclanDear Travel Partner,

This is to inform you that your account is registered with us through 2 different email IDs and mobile numbers which has led to creation of duplicate accounts of a single user.

We are merging the 2 accounts, which shall imply that your wallet, website, financial transactions shall be accessible using any of the email ids or mobile no listed below:

Email Id : mailaddress__1@gmail.com

Email Id : mailaddress__2@gmail.com

Mobile No : 911234567890

Mobile No : 919876543210

Please provide your confirmation from each of the email ids mentioned above to merge the two accounts.

Note that the DBS account number XXXXXXXXXX which was linked to email id mailaddress__2@gmail.com Â will no longer be functioning. Amount deposited in these accounts post DD-MM-YYYY will not be refundable.

By sending confirmation, you / your partners / the entity or any relevant stakeholders associated with you agree to indemnify for any loss/ harm to Travclan in lieu of such request.

We hereby indemnify and undertake to keep TravClan indemnified at all times to the extent any claims are brought against TravClan.

Travclan shall not be liable for any loss to you / your partners / the entity or any relevant stakeholders associated with you in lieu of the request mentioned above.

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Regards,Â

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Organization mapping tracking:Post sending the â€œMapping Approval | Travclanâ€ mail to agents, it should be tracked in Organization Mapping Tracking sheet.

Post approval action by finance:Once approval has been received by all mail ids mentioned in â€œMapping approval | Travclanâ€ mail, finance will proceed further with following steps:

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>> All the organizations which are of duplicate members will be made inactive. Purpose is to deactivate wallets.Â

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>> Organization ID will be added on duplicate memberâ€™s page:

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Copy Main organization code

Paste it on duplicate memberâ€™s page

Organization Ma

Currently the Bookings in BMS are classified on the basis of following types :BOOKING TYPES

Safe

Own Supply

Safe Remit

Remit

1.SAFE : Safe Bookings are the bookings where agent books with the supplier and Travclan acts as an Intermediary. These payments are made in INR and the booking can be Domestic or International. Buyer and the supplier are both based in India.

2.Own Supply : These are the bookings where agent books directly from TravClan. Here, Travclan acts as the supplier. Amount is paid to the final supplier in INR.

Note - Only difference between Safe and Own Supply bookings is that in Own supply Travclan acts as the seller to the agent.

3. SAFE REMIT : These are the bookings where we provide services to the agent (Package/accomodation) and also transfer the amount to the international suppliers. In this case the amount is transferred to the supplier to international suppliers in a specific currency.

For example - Suhana is a travel agent who wants to books a package of Dubai for 1000 USD from TravClan. TravClan purchases the same package for 900 USD from a supplier in Dubai. Now, to pay the supplier TravClan will need to remit funds to Dubai since the supplier in not based in India.

2.REMIT : These are the type of bookings where agent books the package directly from an international supplier. TravClan merely acts as a platform to transfer funds to that international supplier. (Acting as a platform of International Money Transaction).For example- Suhana is a travel agent who wants to books a package of Dubai for 1000 USD directly from a supplier based in Dubai. Remittance being a cumbersome process , Suhana comes to TravClan just to get the amount remitted to the international supplier . (Only money transfer occurs)

Another Separate Identification of a Booking

 1. P2A Bookings (Principle to Agent)

2. P2P Bookings (Principle to Principle)

P2A Booking (Market Place Model) - In these bookings Supplier himself is acting as the Seller and presents the package directly to the Buyer. The Agent and Supplier deals with each other keeping Travclan in loop. In these bookings TC asts as a facilitator and therefore charges some commission for it's services (Safe Fee) .The Cost Price of the Supplier is same as the Sales Price (Excluding Travclan's Safe Fee). Supplier issues the Invoice directly on the name of the Buyer.

P2P Booking (Buy and Sell Model) - In these bookings Travclan purchases the package from the actual Seller and sells it to the Agent. For Agent, Travclan acts as a Supplier. Here we may have some profits or losses depending on the difference between the Cost Price that we get from the Supplier and the Selling Price that we give to the Buyer.

Booking Management System (BMS)

BMS - Booking Management System is the Software where we record all the Bookings. We have several other tabs keeping a track of all the Land Bookings, Flight Bookings, Release Requests made for Payment, Travellers' Documents etc.

Categories Of Bookings - The Categories are defined depending upon the Service that we are providing.

Land Bookings Ty

Process of a Land Booking

Once the requirement of the agent is matched with the Supplier, the booking is created on the BMS.

The Booking can be initiated via api_user(Online) or ACM(Offline).

After the creation of the booking on BMS, the Finance comes into action.

What is PBO?

PBO refers to certain actions that need to be performed after the booking is confirmed by the supplier.

What Comes under PBO?

Account Receivables - Account Receiviables

 Checking Documents

Booking Financials

Calculating Profit and loss

 Account Payables

Tracking Pending BookingsÂ -Â

Lets understand each step / process 1 by 1 .

II. Checking Documents

We require certain documents in case of all International Bookings.

Passport of all Pax Â - A passport is used to verify one's country of citizenship. If traveling outside our country, it is used to regain entry into our country of citizenship. Passports include your photo, name, birth date, gender and expiry date (NOT WITHIN 6 MONTHS). Also required at time of remittance.

Pan Card - Collecting pan card of the lead pax is mandatory for the purpose of remittance. Persons traveling overseas should be asked for a PAN number while booking a ticket so that more transactions can be brought into the taxation data system.

TCS Declaration - TCS is a tax payable by a seller that he collects from the buyer at the time of sale of goods under Section 206 of the Income Tax Act. TravClan being a b2b player ensures through a declaration that the TCS is paid/collected & all the compliances are to be fulfilled/completed by the Travel Agent / User. Hence, we need to make sure that TCS Declaration is collected from each Travel Agent / User. It is a one-time declaration and is not to be collected on each booking.

Any agent who intends to make an international booking should sign the TCS Declaration.

Flight Ticket of all Pax â€" Bank requires flight tickets for the purpose of remit. Also, as a company, we want to make sure that passengers are actually traveling to other countries and that they are not involved in illegal practices such as money laundering.

Document reminder

On the day booking is confirmed - Mail

Two day before the Due Date - Mail

One day before the Due Date - Mail + Call

On the Due Date - Mail + CallOn the Final Day, the document timeline should be of 5 p.m.

III. Booking Financials

We need to make sure that the supply team fills the financials of all the confirmed bookings for preparing financial and statements accounting purposes. Financials must be filed within 24 hours of the booking confirmation

Below are the components that need to be filled by supply team:

Commission Received

TDS

GST on Supplier Service Charge

Supplier Service Charge

Vendor Booking Currency

Cost in Vendor Booking Currency

Vendor Booking FX Rate

Vendor Booking FX Rate Markup

Vendor Member

Vendor Organization

PNR Number

Seller Invoice Code

Upload Tax/Performa Invoice

Post Booking Ope

Common Terms for Booking

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Safe Fees - Safe fee is the service fee which we charge from the Buyer for all the bookings where Supplier is directly connected with the buyer (P2ABookings). This fee (in most cases) is 1% of the Booking Amount (except for the gold members which is 0.75%).Â

ROE - Â Roe is the Rate of Exchange which we consider in International Bookings. We monitor this rate regularly via Xe.com (Website for latest conversion rates). ROE for each day is fixed and shared on "1000 Confirmations group".

Convenience Fee - Convenience Fee is the extra markup which we add to the ROE while calculating the booking amount for the Buyer. We generally take a convenience fee of 1Re thereby making the final ROE as XE+1.

Collect Fee - Collect Fee is the amount which we charge from the Supplier in order to ensure the timely delivery of the Payment from the Buyer to the Supplier.

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Net Hold - Net hold is the difference between the Amount Received from the Buyer and theÂ Amount Paid to Supplier. This is the actual balance which is left with us. After Paying to the Supplier, if Net Hold is positive, then there is a profit in that booking. If negative, then there is a loss in that booking.

Collection Tranche - Collection Tranche on BMS keeps a track of total amount to be collected from the Buyer. This also includes the Safe Fee.

Payment Tranche - Payment Tranche keeps a track of total amount to be paid to the Supplier.

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Common Terms f Â

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This is the Maldives Insurance Sheet:-

https://docs.google.com/spreadsheets/d/1aQeXn8ym_PkQWSqBf4ioe0_9VvRvMhkiY32p3Awkwhw/edit?ts=606ac905

Process:-

A new query code is generated by a ACMs just like normal land bookings.

The agents needs to pay full amount and send all the documentsÂ like pan card (one pax), passports(all pax) and flight tickets. Before insurance was issued.Exception travel date should be within 48 hours before that if any case arises asks Varun

Next upload all the documents on the Drive with the name of BMS id.

Next step is done by the ACMs they gonna fill all the details in the above sheet.Â From Column "B' to "O".

Now we have to check have we received full payment against the insurance booking and even the Maldives booking(Non-insurance).

Have we received all the documents.

If yes then only we are going to proceed.

Now they are two types of insurance Travel inbound and Allied Inbound. What agent wants to select was filled by ACMs.Â We can find that in.

Â Allied InboundÂ issuing process:-

Now if the Insurance is Allied Inbound Fill this form. Open this linkÂ Â Â Â Â Â Â Â Â https://myallied.mv/type/inbound-allied/new

Â Select the plan like this- amount of which can be found from column "D".

After selecting the plan youÂ findÂ thisÂ pageÂ . FillÂ allÂ theÂ detailsÂ ofÂ pax. Remember that if there are 6 pax 6 forms need toÂ be filled. all the details are there on the sheet. Recheck all the details with the passport while filling hereÂ

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Email Should be enter thisÂ varun.chandak@travclan.com

A payment page will open enter the card details given by Varun and ask for the OTP also from Varun.

After payment an automatic page will open where policy you can find a policy download that and uplaod it in the same drive where you have uploaded all the documents.

Repeat this process for every pax as individual form needs to be filled and same process needs to be follow for that.

Insurance copy will look like this.

Copy the Policy No. and paste it in Column "P".

Go to the driveÂ Â Â Â Â Â Â https://drive.google.com/drive/u/1/folders/18RXwBAu_ACXz6i1wfDHV0o067y3F9a7cÂ Â Â Â upload the insurance of each and every individual there.

In drive click on the insurance copy you will find three dots click on the that, select share a page will open like this copy link and paste it in Column " Q" .Â

Travel inbound issuing process

https://forms.gle/psu6TeGHMTf62Wj99 Go on this link . Fill all the details of pax and recheck it with the passport. A page will open like this fill all the details but in place number, Email id and companyÂ Â

Now After filling all the forms for every pax (for eg 6 pax needs 6 individual forms).

There is this group on whats app(ul maldives insurance)ask varun to add you in that group.Â Where you have to inform Person named Himanshu that you filled out the forms for Eg 6 pax.Â

He will send out the payment link where you will by card details of varun and ask Varun for the Otp.

Send the SS of payment on that same group.

AfterÂ a while he will send you the insurance copy.

The insurance copy is same for all the pax in case of travel inbound. For eg 6 pax 1 insurance copy.

FLIGHT TRAVEL INSURANCE: Â

We at TravClan, offer flight travel insurance to all the agents at Rs.99 per pax. Agents can purchase this insurance while booking flights. Offline insurance booking option is also available by coordinating with the flights team. Our insurance partner is ICICI Lombard with Onarrival as tech aggregator partner.

TravClan also gets commission in the form of cashback / credit from ICICI Lombard for facilitating sales of Insurance.

Please refer to Insurance booking related Terms & Conditions >>

Insurance_TCs.pdf

Once agent purchases the insurance, a booking ID is created automatically in the BMS for flight booking, another booking ID in BMS for insurance booking and corresponding booking ID in the Insurance Management System (IMS).

Post booking, the Insurance Tracker sheet (link below) is auto updated from IMS & BMS. Based on such sheet, Finance Team generates CSV once a day - XXXX. The said CSV is shared with the insurance tech partner â€œOnarrivalâ€™ for generation of policies.

https://docs.google.com/spreadsheets/d/1XKnE_VgzlElgCqt0cjZUGVfHK7jxFx1dibgz30Aj3X4/edit#gid=1130772367

A booking is considered as confirmed as soon as the CSV is shared with the Onarrival - on portal. We need to immediately mark booking as confirmed in BMS and fill in the cost financials.On Arrival Link for policy - https://www.onarrival.travel/api-products/insurance-api

Onarrival shares the copy of policy with us and the agent (on the email ID shared by him at the time of booking) (this email ID is part of CSV shared). The turnaround time of Onarrival is generally half hour.

The copy of policy, TravClan Wallet and ledger can be seen on Onarrival Portal as well.

Cancellations: Once insurance is made and policy is issued it cannot be altered. However, the same can be cancelled. In case cancelled within 24 hours of booking, full amount to be refunded. In case more than 24 hours 20% amount is deducted i.e. (249-20%). Maximum time limit allowed for cancellation is 3 days from the date of issuance of policy. Cancellation request can be made either through agents portal (travclan.com- in this case ACM to intimate finance team for cancellation) or agents emailing at b2binsurance@travclan.com or calling at +91 9205777234. Once a cancellation re

Refunds: In case a policy is cancelled or flight is cancelled or insurance booking is failed â€" refund is to be initiated to the agent wallet (post deduction of 20% amount is applicable). Finance team is responsible to keep a track of the cancellation requests received (through agent email or ACM). Refund team can keep a track of refunds to be initiated through the google sheet shared above.

Accounting Entries - Sale of Insurance - Agent A/c ..Dr to Insurance Sales, Purchases A/C...dr to ICICI

Entry at the time of receipt of commission from Insurance Partner: ICICI To Commission A/CÂ

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Insurance Proces Â

FLIGHT BOOKINGS

Source

There are 2 ways in which flights are booked through TravClan 1) Online -> Agent visits https://www.travclan.com/flights/ and searches in for their preferred details and book the flights while completing the payment

2) Offline ->Agent when not successful in booking flight through our online portal reaches out to our flight team , and then in turn concerned person (ACM) from our flight team makes these bookings directly on supplier portal. Group bookings reissues are also done offline.

Data Collection

Flight Bookings are recorded separately in BMS , which contains all the details and financials regarding each and every booking , represented as follows -

The Following Information is fetched through API in case of online bookings -

Cost - Cost is the gross amount in at which a ticket is sold.

Commission - It is the discount given by the airlines on the gross amount.

TDS - It is the tax deducted by the airlines on the commission.

Service Charge - These are the additional charges taken by the vendor

GST - It is charged on the service charge amount

Vendor Member - Vendor are the supplier from whom we book the flight ticket. Currently we are working with TBO,TJ , EMT and some other airlines

Vendor Org - Organization of the vendor

PNR No. - It is a unique number for every flight ticket

Flight Details - It includes name of passengers, flight details etc.

How to fill booking financials in BMS in case of offline bookings ?

Case 1 - In case where we get commission from airlines -

Sample Invoice -

CP- Rs. 9485Commission - Rs.1738.45TDS- Rs. 89.15Service Charge - Rs. 0 GST - Rs 0PNR - 2H95RZSeller Booking Code -IW/2223/2334586

Case 2 - In case where we vendor charges service Fee

CP- Rs. 11100Commission - Rs. 0TDS- Rs. 0Service Charge - Rs. 1000GST - Rs. 180PNR - Z2KL7BSeller Booking Code -ID/2223/347681

Note - Booking financials for API bookings are fetched automatically and should not be changed.

Note -Booking financials should be filled by Flight team in case the booking is confirmed offline.

Flight Booking Ba

Booking Formulas

1- For INR Amount (International Booking in FX currency)

INR Amount = (Amount in FX + Bank Charges) * (ROE + Convenience Fee)

2- For Collection Tranche

INR amount +Safe Fee3- For Payment TrancheINR Amount + booking loss

Booking Calculati

What is personal booking?

Personal booking is the booking made by the employees of the company for themselves or any of their relatives. We do the personal booking for hotels and land. Â

Steps for personal booking

For Employees making the booking

The person who wants to book needs to fill out the Internal booking form Internal Booking Form Â the and share the response with tepbr@travclan.comÂ Â Â Â Â

Laxman/Manish shall initiate a new mail with a unique code / Subject Line to keep a track of the booking, keeping concerned supply team in CC to get the quote.

Once the employee is okay with the quotes as shared by the respective team, they need to make the payment by going to the website https://tepbr.rkbtravels.com/payÂ and adding the money to the company wallet.The alternative method is to make payment by transferring the funds to the following bank accountName - Travclan Technology India Pvt. Ltd.Bank Account No. - 925021000028290IFSC Code - DBSS0IN0811

Â Next, they need to revert the email with a screenshot of the payment.

For Hotel/ Land team making the booking on LMS

Check if this form has been filled correctly, if not ask the respective employee to fill it out again.

Once the form is correctly filled, the person processing the booking / ACM creates a booking with the buyer as "TravClan TEPBR" (org id: 28290) and claims the money from the wallet.(While claiming the amount, the following is to be taken care of)

The person who is claiming the amount needs to check if the amount is received in the wallet or not (the same can be checked from the TEPBR Sheet tab - "Wallet Statement").(No need to ask to anyone) You can compare the Amount & the ref No. In case of any question/challenge in identifying the amount, please coordinate with Chirag Kumar/ Laxman)

Once the amount has been claimed, process the booking and revert to the respective mail to inform the employee. Â

The following things needs to be kept in Mind by the person processing the booking / marking the Booking as confirmed

Booking Financials including Supplier Details are filled correctly

In case of booking of any international destination (outside India), TCS amount @5% of the booking amount is to be collected & claimed in the booking. For this a new row entry must be made in the "Seller Cost Component" section

Seller Name - tsf03@travclan.comÂ (Org Id - 63049)

TCS (Collection Currency) as - 5% of the total Booking Amount

TCS category to be filled in all TEPBR Bookings at 5% of booking amount filling financials for a booking

Note:

If the booking amount reduces after the payment recieved and booking confirmed, then it will be refunded via payout and no excess amount will be claimed in the booking.

In case booking amount gets decreased after the booking gets confirmed then it will refunded via refund process.

TAT - Amount should be claimed in the booking within 24 hours otherwise the amount will be forfeited. Â

TEPBR process for flight booking

The person who wants to book needs to fill out the Internal Booking Form and share the response with tepbr@travclan.comÂ

Once the response is shared, the respective person will log in on travclan.com with 9205988867.

A secret OTP will be received on Laxman's contact number.

The OTP will be shared by Laxman in the email. Â

The person who wants to book the flight will add the money to the wallet and will make the booking on travclan.com

Make sure that you mention the Passenger's Mobile number and Email in the contact information

Post-booking is made, and the person will log out of the account.

Note: 1. It is the duty of the person who is creating the booking to log out of the account post creating the booking.

Â Â Â Â Â 2. Â Do not use Â

1 FORM, 1 OTP, 1 BOOKING Â

(In case of any changes, the request will be raised offline via email)Note : Everything should be on the same email chain which has been generated by finance with unique code.

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TEPBR : Employe Â

	Person monitoring flights needs to check the following things on daily basis. Â
	1. Amount Pending - We do not work on credit in flights. The total booking amount should be collected on the booking date. Person monitoring flights should make sure that no amount is pending in case of group bookings.Few exception can be:Â -Group bookings - Amount should be collected as per the collection date mentioned by flight team in the remarks. TheÂ Â trip should not start w/o receiving the amount.- Loss bookings - Should be approved over email.Â --> Unique Loss Code Should be Entered in Remarks- Company expense bookings, -->Â Unique Co Expense code should be
	2. Tracking failed/pending bookings - Failed and pending bookings should be tracked on daily basis (Irrespective the amount is collected or Not)
	Â Â Case 1: Pending bookings<> Amount not collected
	Â Â Â Â -For all the bookings where the amount is not collected, Finance to fill alteration form on daily basis.Â Â Â Â Â Â Â -FinanceÂ to make sure the alteration form is filled.Â Â Â Â -Finance to mark all the bookings failed within 24 hours.Â Â Case 2: Pending/Failed Bookings <> Amount collected
	Â Â Â Â -For all the bookings where amount is collected in failed/pending bookings ,Finance to share the list with the flight team on aÂ Â Â Â Â Â daily basis.Â Â Â Â Â -Flight team to fill the refund form for all the failed bookings. Amount should be refunded/internally adjusted in 24 Hrs.Â Â Â Â Â Â Â Â Â Finance to make sure.Â Â Â Â -For all the pending bookings , If the booking is confirmed , flight team to fill the alteration form and if the booking is failedÂ Â Â Â Â Â flight team to fill the refund form for all the failed bookings and finance to fill alteration form.Â
	3. Checking profits and losses
	4. Reconciliation -We reconcile all the confirmed bookings made on portals and BMS. We reconcile the following things -Â - No. of confirmed bookings as per BMS should be equal to no. of confirmed bookings as per supplier portal.Â Â -Amount of confirmed bookings made as per BMS should be equal to amount of confirmed bookings as per supplier portal.
	Note : Reconciliations should be done on a daily basis.Step 1- Download ledger from the supplier Portal and paste it in the flights sheet.Â Step 2- Matching no. of bookings-Count total no. of bookings as per BMS.-Deduct no. of pending and failed bookings as per BMS.-Deduct no. of hold/released bookings as per BMS-Deduct any booking that has issues (Amount deducted from ledger on a diff date, etc.)-Count total no. of bookings as per ledger.Â
	Note1 : The total no. of bookings as per BMS should be equal to No. of bookings as per Portal.Note2 : Any deduction made (for bookings having issues) should be clearly mentioned in â€œReco Issues Tabâ€.Â
	Step 3- Matching amounts-Add the total amount of bookings made as per BMS.-Deduct amount of failed and pending bookings-Deduct amount of hold/released bookings-Deduct amount of any booking having issues ((Amount deducted from ledger on a diff date, etc.)-Calculate amount of bookings as per ledger-Deduct amount of any booking having issues ((Amount deducted from ledger on a diff date, etc.)
	Note1 : The total amount of bookings as per BMS should be equal to amount of bookings as per Portal.Note2 : Any deduction made (for bookings having issues) should be clearly mentioned in â€œReco Issues Tabâ€.Â
	Â
	Â
	Â
Daily Monitoring	Â
	Â
	Hotel Reconciliation
	In order to keep a check whether we are on the same page as the supplier and there is no mistake from our or the supplierâ€™s end, we reconcile our data with the supplierâ€™s ledger.
	We do reconciliation on a day-to-day basis. We keep a track of the number of bookings made by us and recorded by the seller, the collective amount we are selling these bookings for to the agent, the net cash outflow, total booking amount as per the supplier, and the cumulative loss/profit incurred/gained.
Reviewing Hotel	For the suppliersâ€™ ledgers, we simply download the excel/csv file of all the bookings from their respective portals and then paste them separately in our google sheet.

For BMS V2

Process:1. Discount form is to be filled by the ACM or PBO with all the necessary details - https://bookingfinance.paperform.co/Â 2. Form responses are captured on Booking Finance Form Responses Tab - Discount Form v2. Fakiha/Bharat/Jigyasa to check the details filled on the form and approve it on the sheet by 6 pm.3. Anusha to add the discount on BMS and make required adjustments by 7 pm.4. Anusha to share Discount Report by 7 pm on PBO Finance channel.

For BMS V1Coupons/Discount Cases :

Discount is provided to compensate for poor experience. It shall be utilized in New Booking

Providing Discount

When a discount is given in a booking where the agent had poor experience, specific people (Rizwi, Zishan, Shaz, Sumit, Deepika)Â from supply will need to fill theÂ Google Form.Â

Utilization of DiscountÂ

ACMâ€™s need to fill the Google Form to get the discount utilized.

ACMs should specify old booking (for which discount was provided) and newer booking on which discount is to be utilized.Â

ACMs shall create 2 tranches in the newer booking.Â

1 for the actual amount to be collected

Another one for the discount amount.

Adjustments in BMS

Finance To verify whether the forms filled are valid or not. Basically we need to prevent the agent from using the same discount twice.

#AgentExperienceDiscount will be mentioned in booking remarks by Raghav or Muskan.

#AgentExperienceDiscount in tranche description to be entered.

Also tranche to be altered from pending to collected status and from schedule collection tranche to direct payment tranche.

Making Payment to Supplier

While making the RR, Everyone from supply needs to mention the amount to be released in description wherever #AgentExperienceDiscount is mentioned in booking remarks.

While releasing payment to the supplier, Nancy will make the payment more than the nethold. The following steps shall be followed.

If #AgentExperienceDiscount is marked in remarks net hold is less by exact Discount amount.

Â

Coupons/Discount Cases:Â

Discount is provided in the booking for price beat etc cases.

Â Providing Discount

When a discount is given in any booking, specific people (Rizwi, Zishan, Shaz, Sumit, Deepika)Â from supply will need to fill the Google Form.

Utilization of DiscountÂ

ACMâ€™s need to fill the Google Form to get the discount utilized.

ACMs should specify old booking (for which discount was provided) and newer booking on which discount is to be utilized. (In this case both booking ID's will be same.)

ACMs shall create 2 tranches in the newer booking.Â

1 for the actual amount to be collected

Another one for the discount amount.

Adjustments in BMS

Finance To verify whether the forms filled are valid or not. Basically we need to prevent the agent from using the same discount twice.

Coupons/Discou

A travel agent (user) can login to travclan.com and book a hotel. It is same as Mr Rajiv booking a hotel on makemytrip.com. The only difference is, since travclan is a b2b company, Travclan provides the access of the portal only to travel agents and not to the end traveller.

When an agent visits travclan.com to confirm a hotel booking on behalf of his cutomer (i.e the traveller), the entire flow is automated. (i.e without human intervention)In simple words, you donot need to interact with anyone to book a flight ticket (on make my trip.com), railway ticket (irctc.com). Similarly, a travel agent doesnot need to interact with anyone in Travclan to confirm an hotel booking.

Such kind of bookings are classified as Hotel API Bookings. Simply no human interaction is required.

How does the flow work ?

A travel agents visits section Hotels on travclan.com

He puts in the asked information such as (city, hotel, check in date, no of pax etc)

Post that he receives a list of hotels for that particular city / area etc.

The agents selects the best possible combination that matches his requirement and proceeds with next step

Agent than needs to fill in necessary traveller details such as (Name, passport details etc and proceeds for checkout)

The agent makes the payment and the booking is confirmed.

Notes : -

TravClan doesnot own any hotel.

Understanding H Â

Earlier, we understood, how does a travel agent confirm a booking on visiting travclan.com but now here we shall understand, where are such records of hotel bookings recorded. It is important for us as a company to know when does which user (travel agent) makes a booking, how much amt is recd, how much amt is due to supplier etc and many other data poiints that shall help us track both financial and business aspects.

All the hotel API bookings are recorded in BMS (Booking Management System)Â under tab bookings. A of now there is no speaerate tab for API bookings and non API bookings and hence both kind of bookings are recorded on same table. For Now there is a filter in BMS to differentiate whether it is an API booking or Non API booking.Link to view all the Hotel API Bookings. All the bookings are recorded in reverse chronological order.

https://lms-admin.travclan.com/admin/trs/transaction/?created_by__id__exact=158

Important

Anytime agent (user) makes a booking / tries to make a booking, it is recorded in BMS. All Such bookings (records) have a unique identifier called Booking id & Booking code.

All hotel API bookings are created by - "internal_api_user.hotel_api"

Hence, all Hotel API bookings can be searched by using created by filter & selecting field -"internal_api_user.hotel_api"

BMS contains lot of information regarding any particular booking. To access any information we need to refer BMS. This is the true source of information regarding any particular Hotel Booking

Sample Booking Record

Once you click on the booking Id - unique Serial No, the details regading the particular booking opens up contaning lot of financial and non financial information.Sample booking idhttps://lms.travclan.com/admin/trs/transaction/166664/change/

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Understanding H Â

Till Now we have understood 2 basis things

How does a travel agent book a hotel by visiting travclan.com ?

Where and how is booking record maintained / recorded ?

Now we shall understand the following on how does Finance helps / what shall be role of the finance when it comes specifically to Hotel API Bookings. Finance Needs to track the following things -

Monitoring Portal Recharges / Supplier Payments to ensure our balance on any of the portal doesnot exhaust and ensuring timely payment to Suppliers.

Reviewing / Monitoring that Hotel Financials & Vendor details are correctly recorded.Â

Daily Reconcilation of amount debited by supplier / amount payable to supplier with amt collected / nookings confirmed.

Monitor profit / loss for each booking. Performing Expected vs Actual variance analysis

Ensuring we rightfully refund the coorect amount against Failed/Pending Bookings. This also additionally includes ensuring that no amt is debited by the supplier.

Supplier Balance Confirmation on periodic basis

Periodic Reporting of GMV, calculation of Revenue, Identifying cost of Revenue.

We shall explain each of the role Step by Step.Â

Role of Finance in Â

After understanding about role of finance in Hotel API Bookings, We shall now understand each point one by one. Let's understand recording of Hotel Financials and why it is important to monitor the hotel financials.

The following factors are responsible to monitor the hotel financials:

To ascertain Accounts Payable or Net cash outflow.

to ascertain, whom the payment is to be made

To ascertain Gross Profit.

To ascertain Net Profit on each booking.

Lets understand the fields of Booking financials that are recorded in BMS.

Field Name in BMS

Meaning / Description

Commission Recieved

Actual commission recieved from vendor/supplier.

TDS

Tax Charged on the COmmission. Ideally it is 5% of the commission

Supplier Service Charge

Suppliers profit, Supplier service charge will always be net of GST. (i.e Excluding GST)

GST on Supplier Service Charge

Â Input tax credit for Travclan.

Vendor Booking Currency

Currency n which price is shared by the Supplier

Cost in Vendor Booking Currency

Â Actual hotel cost (i.e price charged by the hotelier) removing any supplier commision / supplier profit / supplier service charge

Â

Net Cash Outflow / Amount Payable is not calculated / not displayed in BMS. Also the Gross Profit, Net Profit shown in BMS is not correct as on date. (Reason - booking financials is not correctly recorded)

Now, what are the formulas to calculate AP, GP and NP. Here in Travclan we calculate them as following:

Net Cash Outflow/Amount Payable : Vendor Cost Price - Commission +TDS Amt. + Service Charge(exd. GST) + GST on Service Charge.

Cost price: Vendor Cost Price (Cost in Vendor Currency * Vendor FX Rate)

Gross Profit : Selling Price - Vendor Cost Price

Net Profit: Selling Price - Net Cost Price.(Net Cost Price = Cost Price - Commission(exd. TDS) + Service Charge)

Note : Difference of Gross Profit & Netprofit is always commission amount.As on date G.P. is used only for invoicing purpose. N.P. is the atual measure of profit or loss.We need to track on daily basis that the financials are correctly fillied. This shall be tracked using following mechanism

When Amount payable to supplier matches with amount debited / amount demanded by the supplier

When Expected Profit = Actual Profit

Amount Collected - Amount Payable = Net Profit + TDS + GSTÂ

Let's understand how to ensure that the financials are correctly filled & understand reconcilation method of each financials.

Key points to remember:Â

	We have understood that all the booking are recorded in BMS. As of now, we use 4-5 different conventions to identify the present status of the Bookings.									
	The status currently used are:-									
	Confirmed BookingsA booking is confirmed, when we have received the amount from the travel agent & we have provided hotel availability confirmation. Full amount is collected / due to be collected and the net payable amount is paid / due to be paid to the supplier.									
	Pending BookingsA booking is in a pending statge when									
	we have received an amount from the agent for a room , but we are unable to provide accommodationÂ confirmation.									
	We havenot recevied the paymentAll the pending bookings must be either marked as failed or confirmed.									
	In case we are able to provide the room confirmation - The status must be changed to confirmed Booking.									
	In case weâ€™re unable to provide the room confirmation as per requirement - It should be marked as Canceled / failed Booking & refund shpuld be provided to the agent.Note : - No booking should be in pending statge pst expiry of travel date.									
	Failed BookingsA booking is said to be failed where the amount is received from the agent but we are unable to provide the confirmation of the required hotelIn such case, the amount collected should be refunded back to the agent.									
	Canceled BookingWhere the booking was confirmed or was in pending stage, and later gets cancelled, it is marked as cancelled bookings.For a canceled booking , we need to refund the amount back to the agent, net of the TC service charge.We need to ensure, that either no amount is deducted/paid to the supplier / vendor. In case any amt was paid to supplier / vendor, the same is recevied / credited back to us. (net of cancellation fee).									
	Hold BookingsThe hotel booking shall be marked as status - hold,Â where the hotel room is not confirmed, but is kept on hold for defined time period.The booking is kept on hold by the travel agent. In such cases, the hotel room is kept hold for which confirmation can be obtained later too.									
	In case the agent confirms & pays on future date ----> it is marked as confirmed									
	In case the agent doesnot pay ----> it is marked as released									
	Released BookingsThe hotel booking shall be marked as status - released,Â where the hotel roomÂ was kept on hold, but the agent denied to make the payment.									
	Note - we need to ensure the following points :-									
	All the pending bookings shall either be marked as confirmed / failed.									
	All the hold bookings shall either be confirmed / released.									
	In case of all the failed bookings where amount is collected, the amount must be refunded to the agent.									
Understanding d	We need to ensure, that the supplier is being paid only for the confirmed bookings.									
	TCS is applicable in all the personal bookings where an international package (international destination) is booked. TCS will be 5% of the package amount. While keeping track of receivables, person monitoring those destinations will make sure that we are adding the TCS amount of 5% in package amount while sending payment reminders.									
	Steps to follow -Â									
	Employee will pay the TCS amount in TEPBR wallet.									
	Sarchit to check that the amount is received in the wallet or not.									
	Sahil to verify the amount on email and fill the sheet.									
	Once the sheet is filled. Sahil to get the amount blocked from Aashima									
	Amount shall be blocked by Creating Actual Payment.									
	No PR is to be created									
	After amount is blocked by creating Actual Payment, Aashima will mention the Actual Payment Id in Column G of the same sheet. While creating the Actual Payment, Remarks to be used -Â #TCS & Booking Id									
TCS collection Pe	We shall follow this process til 30th Sept 2023From 1st October 2023, we can create a new process to cater to BMS v2.									

Cozive- Company Offsites (Booking process)

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Bookings should be created at groupevents@travclan.com (Member page Link)and

Sub line for all the bookings should include Query Code/Requirement Code. (GEBR-BUYER NAME-QUERY/REQ CODE)

Booking ID (Flight or Hotel)Â must be shared on both supplier side and agent side email chains once booking ID is created.

Clearly mention the payment policy over email for tracking the pending dues.

Add Raghav in the WhatsApp groups of all such Company offsites. Contact No- 9988152621.

Supplier Payments:

If we have received the full amount from the agent before the trip starts, supplier payment will be released as a normal booking.

Dhruv/Abhimanyu will create the release request of the amount to be released.

Before creating the release request, booking financials must be filled and Supplier payment sheet should be filled for all the bookings.-Sheet

If we have not received the full amount from the agent before the trip starts, supplier payment will be released after taking approval from Arun/Chirag over the supplier chain.

RRN number will be mentioned by the Finance team for the same and payment will be released. Sheet for adding RRN number(Tab RR Pending)

After the payment has been received from the agent, we need to create the pendingÂ release request for the amount released. Nancy & Neharika to track the same.

Â

Other Action Items:

Dhruv needs to fill in the details in the Google Sheet.

Apart from all the details mentioned , following details also need to be recorded - Buyer name, query code and component wise booking ID. Attaching ss for example.

After all the details are mentioned in the sheet, finance will keep track of these bookings for timely inflow and outflow of funds.

Flow of Funds:

Payable by Company: Company will pay the amount to TravClan. Will be facingÂ no issues while tracking the funds and invoicing.

Payable by End Customer: End customer will pay the amount to TravClan. Tracking of funds will be complicated and invoicing will not be possible.

Partial payable by company and partial by customer: Partial amount will be paid by company and partial amount will be paid by End Customers. Tracking of funds will be complicated and invoicing will not be possible.

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Cozive-Company Â

For all the company expense bookings, the following steps are to be followed :-

An internal booking Google form needs to be filled by the HR/concerned person who has requirement of Company expense booking. Â

The response of the google form needs to be shared to coexpense@travclan.com.

Laxman / Manish shall initiate a new mail with a unique code / Subject Line to keep a track of the booking.

The new mail containing the response of the google form & a unique code needs to be shared with the following people for approval :

Chirag

Ashish T

Arun

PronamiÂ Â Keep in cc - coexpense@travclan.com

Once the approval is received, the supply team shall book the services.

The supply team will confirm once the services are booked, create a booking and share the BMS Id in the mail. Â

Whenver a booking of company expense is created, the amt to be received shall be shown pending. To avoid this, the following steps to be followed

For All Bookings ---> Bank Record shall be created

For Now, Varun to create bank record & claim the amount in the booking. For this, SOP for Creating Adhoc - Bank RecordsÂ should be followed and the Bank record number be mentioned in column I of Company Expense Sheet

Payment shall be released only when there is a net hold in the booking.

Please Note-

The buyer in all of these bookings shall be Member Id -32267

If 2 or more different components are booked eg. (Flights/Hotels/ Visa), 2 / multiple separate forms need to be filled.Â

Ideally the form should be filed and approval should be taken before booking the services

Amount must be added in the booking within 24 hours of the Approval is received & booking is created.

ACTION ITEMS ON FINANCEÂ

PBO will monitor this booking like any other booking.Â

Amount should be claimed in the booking within 24 hours of booking being created - Dhruv Jain to ensureÂ

Things that finance needs to checkÂ

Â Company expense is added in the mail coexpense@travclan.com Â

Â Â Â It should be approved by any of the following people - Â ChiragÂ Ashish TÂ ArunÂ Pronami

The booking is of the same amount as mentioned in the email.

The form responses can be tracked from sheet.

Company Expens | Columns I,J, K and L needs to be filled by the finance team post which bank record will be created.Â

Losses can be divided into the following categories:

Loss Related to Bookings

When selling price is less than Cost Price.

When agent denies to make the payment because of our fault.

Other Losses

Few Examples of losses (Category wise):

Flight booking losses:

Loss while canceling more PNR by mistake.

Loss while doing testing- john's booking is an examples

Loss due to calculation error.

Loss due to sending incorrect quote.

Loss because booking was not altered on time.

Loss because agent is not paying the amount due to some error at our end.

Tracking Mechanism of different categories of losses:

It is the duty of the person who is sending the loss mail to keep coloss@travclan.com in cc to keep track.

Whenever any employee comes across the company loss mail (including the person who is sending the mail), they have to fill out the Company Loss Form

Once the form is filled, a unique code will be sent by the finance for the purpose of keeping track of the company losses which will later be approved by John and Veni (in case of loss amount <3k)

After the loss gets approved, Finance will check and keep the record of the loss bookings and the loss amount.

Post approval, Raghav will fill the loss amount in the respective booking.

Loss will be tracked in the Company Loss Sheet

Loss Recording in BMS:

After the responses have been recorded on a google sheet, Raghav will record the loss in BMS.

For this, we need to mention the loss amount in the loss field of BMS.

Once we have mentioned the loss amount in the loss field, we need to create a new scheduled payment tranche of the loss amount.

Attaching snip of loss field for everyone 's reference.

If loss is incurred due to non payment, then the following adjustments need to be made in BMS:

Create direct payment tranche of pending amount which was not collected from the agent and mark it as collected(using alteration rights). Mention #Loss as remarks in description.

Also, record the loss amount which was not collected in loss field.

Once loss is recorded in loss field, create a schedule payment tranche of the same amount.

Attaching snip of where you can mark tranches as paid/collected.

Loss Recording	

Yatra(Travel Guru)

1. Open Yatra portal ---> http://mpa.desiya.com/MPA/adminreport.do?choice=ReservationReport. Click on reservation report. Enter the booking date that is to be searched.

2. Total bill amount given in the portal is equal to net cash outflow recorded in google sheets. We need to record costÂ which is recorded wrongly in BMS. Cost Price is calculated as follows from the info given in the suppliers portal:

Cost Price = Net cash outflow + commission - TDS.

3. Now, record the correct cost price calculated- in BMS. Also record the commission to TA from portal, TDS on commission to TA/Aff. in the respective fields in BMS. Now in the scheduled payment tranche fill the member field and amount field - from scheduled collection tranche.

Hence, the transaction is changed successfully.

Clear TripÂ

1. Open Cleartrip --->https://www.cleartrip.com/partners/depositaccount/transactions?fromDate=24%2F4%2F2022&toDate=25%2F4%2F2022. Â Click on Deposit account and feed the date that we want to fetch the data of.

2. Download the excel sheet from that tab.

3. Now, we have to match the cost price as per BMS to Dr. amt as per Cleartrip. For convenience purpose, we can make a rough sheet where we copy the PNR as per BMS and Cleartrip, Cost price as per BMS and Dr. amt. as per portal. Using "Index Match" we can match the amount, if the difference is 0, data is reconcilied.

Hotel Beds1. Open Hotelbeds ---> https://www.hotelbeds.com/bookings/search?redirect . Click on bookings. Enter the date of which the financials needs to be checked. Download the excel file from the portal.

2. Now follow the same procedure as we followed in matching the financials of cleartrip.

Hotel Financials - Â

New Booking Alteration Process

CASE 1:- Addition of amount in a booking

Create a new booking ID of the difference amount with the same ROE(In case of Int. Booking) used in the first booking.Use the same query code whenever any new booking is created for any addition.

Specify both the Booking Ids, Old & New on the same mail

A new separate invoice will be generated of that difference amount of the newer booking.

Also, please ensure we keep a single mail chain for any additions and make sure the details of new booking are shared over that particular email chain only for everyone's reference. Lets understand with an example:

Booking Id - txxxx

LMS Id / query code - lxxxx

Booking Amount - Rs. 500 / USD 500

ROE - 77

New amount(total)- Rs. 700/USD 700

Additions - Rs 200 / USD 200.

Steps to be followed :-

ACM will create a new booking of the additional amount i.e, 200$, using the same query code (lxxxx) and ROE.

ACM will mention the new booking ID over mail.

Booking Id 1

ROE

USD 500

77

Booking Id 2

ROE

USD 200

77

Total

USD 700

Case 2: - Deduction of amount in a booking

We shall follow the existing process without any changes.

Alteration Proces

	We need to monitor hotel bokings on daily basis, and check the following things. In case there is any pendency, discrepancy we need to coordinate with hotel Ops team
	In case of confirmed bookings, Amount in INR should be equal to Amount Received.Â
	In case of cancelled bookings, Amount in INRÂ should be equal to Amount Received.Â (Because, bookings can be cancelled only if it is first confirmed)
	In case of failed Bookings, Amount Collected should be equal to Amount Refunded
	All the bookings created / made 3 days earlier should ideally be marked confirmed on Failed. No booking made / created 3 days old shall be lying in pending stage.
	Ensure, boking financials & PNR are filled in all confirmed bookings
	Ensure these financials are correctly filled. We need to compare it with financials of Each portal.
	All the Bookings having Negative Profit (Loss) to be checked on daily basis. In such cases, we need to ensure that loss approval processed is followed.
	Hotel Reconciliation
	In order to keep a check whether we are on the same page as the supplier and there is no mistake from our or the supplierâ€™s end, we reconcile our data with the supplierâ€™s ledger.
	We do reconciliation on a day-to-day basis. We keep a track of the number of bookings made by us and recorded by the seller, the collective amount we are selling these bookings for to the agent, the net cash outflow, total booking amount as per the supplier, and the cumulative loss/profit incurred/gained.
Hotel Bookings N	For the suppliersâ€™ ledgers, we simply download the excel/csv file of all the bookings from their respective portals and then paste them separately in our google sheet.
	Hotel gives commission to Supplier, Supplier passes commission to Travclan against the service, Hence,we need to issue a commission invoice to the supplier against the commission received. As of now, we issue the invoice at the end of every month to the supplier.
	Â
	Why we make invoice statement?
	Travclan is providing service to the supplier and promote sales of the supplier.
	In retrospect, we collect money from the supplier and issue invoice against it.
	Â
	List of hotel suppliers from whom we receive the commission:
	Â
	TBO
	Travelguru(Yatra)
	Cleartrip
	Expedia
	Now , letâ€™s understand how commission is calculated from different suppliers:
	Â
	Yatra : It is provided in their portal (Desiya)
	Cleartrip: Domestic - Commission is calculated on room rate basis. 8% of Room Rates, International = 7%Â of Room rates.
	Expedia - Gross Profit - Net Profit. (this is just a hack & is not correct)
	Â
	The commission amount accumulated every month is net of GST.
	Â
	Process of issuing invoice statement:
	Â
	Confirm the monthly commission invoice statement from the supplier on mail. The person of contact can be fetched from the hotel booking sheet.
	Â Once statement is received, we need to reconcile whether the commission statementÂ matches with the records.
	We paste the Reference ID, price on what basis commission is calculated as per BMS and portal and reconcile using index match formula.
Commission Invo	After calculation, an invoice no. is issued . Then total commission isÂ filled in the invoice and mailed to the supplier.

Lets Understand the process we follow for making payments to each SupplierÂ

Need to Have a Clear Understanding of Payment Terms of all the Suppliers - Refer Hotel Supplier Payments Tracker

Usually, Statement is received over mail or can be downloaded from the Portal

Acknowledge the mail received from the Supplier - It means reverting with the date of payment & not an open ended mail. Mails like this are totally wrong

We shall check and pay

+Finance - Please Check

Once we receive the Statement (through mail, portal, any) - We shall update the Hotel Suppliers Payment Status

Do all the checks - Cost difference, Cancelled, failed and any other discrepancies (Compare the Data provided wby Supplier with BMS Data) - For Each Supplier we have an Reco Sheet Created. The same can be found in Hotel Supplier Reco Sheet + Credentials

Do the necessary Reco and List down the PAN. PAN Details can be fetched using

PAN Fetching Sheet

PAN Details Fetching Sheet

Coordinate with Hotel Team to get PAN on PAN Not Fetched Sheet

Do update the Hotel Suppliers Payment Status including the PAN Yes/No Amount

Create RR for which everything is correct

Post Creating RR, get the Remiitance processed (Create a LRS Excel + All Documents required to do remit & then coordinate with Banking Division)

Coordinate with Banking Division to get the Payment Status & Proof

Close the RRs created - so that records in BMS are correctly updated & update the Hotel Suppliers Payment Status

Once the payment is Done & we revert to the Supplier over mail & take the acknowledgement that they have received the funds.

For any differences between BMS & Suppliers records, check if it is TravCLan's Mistake or Suppliers

If it is TravClan's Mistake - We take the loss - Fill the loss Form - Make the payment & then discuss about preventing loss in future

It is is Supplier's Mistake, followup with them on Mail regarding updating their records with necessary supporting proofs.

Â

Before releasing payment to any of the supplier, we need to ensure the following:

Amount asked by the supplier is equal to Amount payable as per BMS. = BMS & Supplier portal / Invoice

The booking status is confirmed. = BMSÂ

The net hold available for payment is > the Amount payable to the supplier. = BMSÂ

In case of any loss, loss amount is filled in the "Loss Field" in the BMS. RR should always be created of the amount that is to be paid. = MayankÂ ###Product Glitch

Payment is made as per RRs Created. = Khusbhu - Additionally Check the payment terms

Supplier Paymen   Â

There are following 2 cases where booking amount can be altered:

Addition of amount in a booking: In this case booking amount increases post confirmation is shared with the agent and the following process is followed to make the amendments:

ACM's will create a new booking ID of the difference amount with the same ROE(in case of Int. Booking) used in the first booking. Same query code will be used whenever any new booking is created for any addition.

Specify both the Booking Ids, Old & New on the same "email".

A new separate invoice will be generated of that difference amount of the newer booking.

Reduction of amount in a booking: In this case booking amount decreases post confirmation is shared with the agent and the following process is followed to make the amendments:

Supply shall confirm in the mail about reduction.

Supply shall fill the RNC form for the difference amount which needs to be refunded. (Whether amount is claimed or not does not matter, RNC needs to be filled)

Action Items on Finance

In case of addition, finance/PBO has to make sure that the above defined process is being followed and the amount is claimed in the new booking as per the due date of the original booking.

In case of reduction, there are several cases which need to be catered with. Cases are mentioned as below:

Full amount claimed: In this case, RNC needs to be filled by the supply function of the reduction amount and the finance function needs to refund the amount after checking everything. (This is partial Refund)

No Amount claimed: In this case, RNC needs to be filled by the supply function of the reduction amount and the finance function needs to check everything and make required adjustments in BMS.

Partial amount claimed: In case where partial amount is claimed, there can be following 2 sub-cases which may arise:

Amount claimed is more than the new booking amount: In this case, RNC form needs to be filled by the supply function of the reduction amount and finance needs to make the following adjustments:Refund the excess amount claimed in the booking to the agent and make the adjustments mentioned at end for the balance amount.

Amount claimed is less than the new booking amount: In this case, the RNC form will be filled by the supply function for the reduction amount and adjustments mentioned at the end will be made by the finance in that booking in BMS.

Alteration Proces

	There are certain cases wherein, the payment is to be made to the Supplier but due to some exceptions, there is no Nethold in bookings / RR cannot be created	
	Cases where the Nethold is not present but payment is to be made :Â	
	Where, payment term / policy to Supplier is higher compared to the payment term / policy of the agent. (Advance Payment) In simple words, we received the money later from agent but need to pay early to the suppliers.Eg - In case of booking of XXXXXXX Resort, If the travel date is of 1st July 2022, We need to make the paymentÂ by 21st June 2022 to the Supplier but we have asked agent to pay by 23rd of June 2022.	
	We have refunded the amount to the agent as a exception, we shall adjust on a later date from the Supplier but as per the payment term we need to make the payment to the supplier.	
	In such cases, RR cannot be created and the following steps are to be followed:	
	Mention vendor wise RRN in rr pending tab of overall dashboard tab-RR Pending	
	All the advance payments made on a particular day will be recorded in the attached sheet's tab Advance Payments.	
	Next payment to that vendor will only be processed if all the previous pending RRâ€™s are created and closed(excluding where amount is still not rec).	
	This needs to be followed strictly. If not followed, Vendor payment will not be processed.	
Advance Paymen	Â	
	Monitoring of Personal bookings	
	Wallet Postings for TEPBR are imported from Database to Tab- Statement. Using Index Match, the records are fetched to Tab - Wallet Statement.	
	Aishverya to Update Column F & G of the Wallet Statement Sheet.	
	Supply / Ops team shall Update Column H, I & J for all responses. (Update booking Id, Amount Status, Booking Status against each form.)	
	Ideally, at any given point of time, Wallet Balance must be 0. In case it is not zero, update the reason for the same.	
	Note :Â	
	For all the refunds normal refund process shall be followed. The only change is Amount will be refunded directly to bank, rest all as it is	
TEPBR - Finance	For All Overseas tour package, we need to collects TCS @ 5%.	
	Cozive- Company Offsites (Booking process)	
	Â	
	Bookings should be created atÂ groupevents@travclan.comÂ (Member pageÂ LinkÂ)and	
	Sub line for all the bookings should includeÂ Query Code/Requirement Code.Â (GEBR-BUYER NAME-QUERY/REQ CODE)	
	Booking ID (Flight or Hotel)Â must be shared on both supplier side and agent side email chains once booking ID is created.	
	Clearly mention the payment policy over email for tracking the pending dues.	
	Add Raghav in the WhatsApp groups of all such Company offsites. Contact No- 9988152621.	
	Supplier Payments:	
	If we have received the full amount from the agent before the trip starts, supplier payment will be released as a normal booking.	
	Dhruv/Abhimanyu will create the release request of the amount to be released.	
	Before creating the release request, booking financials must be filled and Supplier payment sheet should be filled for all the bookings.-Sheet	
	If we have not received the full amount from the agent before the trip starts, supplier payment will be released after taking approval from Arun/Chirag over the supplier chain.	
	RRN number will be mentioned by the Finance team for the same and payment will be released.Â SheetÂ for adding RRN number(Tab RR Pending)	
	After the payment has been received from the agent, we need to create the pendingÂ release request for the amount released. Nancy & Neharika to track the same.	
	Â	
	Other Action Items:	
	Dhruv needs to fill in the details in theÂ Google Sheet.	
	Apart from all the details mentioned , following details also need to be recorded - Buyer name, query code and component wise booking ID. Attaching ss for example.	
	After all the details are mentioned in the sheet, finance will keep track of these bookings for timely inflow and outflow of funds.	
	Flow of Funds:	
	Payable by Company:Â Company will pay the amount to TravClan. Will be facingÂ no issues while tracking the funds and invoicing.	
	Payable by End Customer:Â End customer will pay the amount to TravClan. Tracking of funds will be complicated and invoicing will not be possible.	
Cozive Bookings	Partial payable by company and partial by customer:Â Partial amount will be paid by company and partial amount will be paid by End Customers. Tracking of funds will be complicated and invoicing will not be possible.	

For all the Cozive Flight Bookings we need to follow the following process:

Â

For all the PNR booked from a single API like TJ, single booking will be created in BMS.

Separate bookings will be created if different PNR's are booked from different API's.

Cozive POC to get quotes from different API's. (TJ and TBO login will be created for the Cozive POC)

Post this Finance POC will confirm if we have received the funds for this particular booking.

After this one person from the flight function shall book flight tickets offline from TJ or TBO.

Cozive POC will be filling the cozive bookings sheet side by side. Separate tab will be created for all the Corporates in this sheet.

Once all the PNR's are booked from the portal, someone from the flight's function will create a booking ID in BMS.

Selling Price of the booking will be decided and confirmed by cozive POC and booking will be created of the same amount.

Post this amount will be claimed in that booking and respective details like booking financials, PNR details, Lead passenger details will be filled in BMS by Flights POC.

Now in case of cancellations, the amount will only be refunded if we have received the refund from the concerned API.

No Reissue/New booking will be created unless we have received the refund from the concerned API.

Also, for all the cancellations, details like cancellation charges etc. will be recorded in the Cozive bookings sheet under the same tab.

Â

Cozive Flight Boo   Â

Â

For all the bookings on which TDS is deducted by the agent, we need to follow the steps mentioned below for recording the same:

Â

For all such bookings, alteration form needs to be filled by the person working on Account Receivables.
Alteration form will be filled for creating direct tranche of the TDS amount.
Person doing alterations, will make the necessary changes in the BMS.
Also, for all these bookings a separate tab will be created in overall dashboard and all the bookings in which TDS is deducted will be recorded there.

Changes to be made in BMS are:

Creating direct payment tranche of the TDS amount and mark it as collected.
Also, mention #TDS in the description column of the edit all fields page. Attaching below the SS of the same.
Person making these changes will make sure that the amount not received is of TDS amount only.
This can be checked by calculating the TDS amount using the following formula:

Â Â Â Â TDS Amount= (Gross Profit/1.18)*2%

Â

TDS on Bookings   Â

Remittance:Â

By remittance, it means cross border remittance payments. Cross border payments are financial transactions where both parties are located in different countries and for making payments we send money to different countries.

At TravClan, We have divided these cross border payments into the following 2 categories:Â

Pure Remit- A type of remittance where a travel agent has already booked a package with a supplier and acquires our services only toÂ send money to that supplier.Â

Safe Remit- A type of remittance where a travel agent books a package from us. For the travel Agent we are suppliers. We ourselves purchase the package from the international supplier(Mostly) and make cross border payments to the supplier following SOA mechanism (Mechanism where separate statement of accounts(SOA) of the supplier is maintained and payments are done using this method.)

Ascertaining Vendor Wise Remittance Amount: (Safe Remit)

For keeping track of various account payables refer to the account payables sheet tab- Payment Dues.

In this tab, all those bookings are shown which are as per vendorâ€™s payment policy.

We need to copy-paste particular vendor booking IDs in their respective SOAâ€™s.

Once booking IDs are pasted in respective soa, we need to make the following checks:

Check for profit/loss in all the bookings.

Check we have Net hold in all the bookings.

Check for invoice for each booking ID from the mail chain. One can search for the mail chain using the booking ID, query code or Vendor reference number.

Once invoice is found, please cross-check the cost mentioned in invoice with the cost recorded in BMS. In case of any discrepancy, reach out to a particular POC (Pranav/Zishan for Maldives) for getting it resolved.

Post resolution of discrepancies, finalize the amount to be remitted.

For finalizing the amount, add the amount for all the bookings against which we are making the payment, then add bank charges if any and deduct the amount if there is any adjustment for advance payment.

For Example:Â

Particulars

Amount USD

Total of all the booking IDs

10000

Bank Charges (Vendor Wise)

+27

Adjustment of advance payment

-1590

Final Amount

8437

Â

Once the amount is finalized, upload required documents in the HSBC Folder with folder name- (â€œVendorâ€ â€œCurrencyâ€ â€œAmountâ€). Documents which needs to be uploaded-

Upload Merged invoices of all the bookings- link

Upload TCS declaration. Advance declaration in case of pro-forma invoice and Normal Declaration in case of Tax invoice.

15 CA.

Remittances<>HS

Payment and Cancellation Policies - Destination Wise

	As of Now, Test bookings are of two types.	
	(segregated by the source from where the booking is initiated)	
	In case the bookings are made from the TravClan portal (b2b bookings)	
	In case the booking is made from Travel Agent's website (powered by Travclan)- b2b2c	
	1. Booking Made on TravClan Portal (b2b booking)	
	Steps	
	A single organization linked with multiple members will be used for the test booking. Funds shall be added by the finance team in the single wallet (org id - 39725) only.	
	Once the booking is confirmed, the person making the test booking has to fill the Test booking form and share the response to testtc@travclan.com and the respective supply team to get it canceled. It is the responsibility of the person creating the test booking to get the booking canceled.	
	In case of UAT, One automated mail will pop up for the cancellation so the supply team have to cancel the booking on the basis of Automailer as well as form but in case of admin the basis of cancellation will the google form.	
	In case of UAT automailer the required details for the cancelation is mentioned on the sheet LMS UAT	
	For cancellation of all the test bookings, the supply team needs to follow the normal cancellation process.	
	After cancellation, the refund will be done in the wallet like the normal refund process.This way the same amount shall keep on rotating. In case of UAT, refund to be added in UAT Refund sheet	
	Additionally, all the test bookings shall be monitored on a daily basis by finance in the Test booking sheet.	
	2. Travel Agent's website (powered by TravClan)	
	Steps	
	Every individual who is doing leo portal (B2b2c) test booking will do it with individual website (linked with (individual employee's email Id right)	
	The person who is creating the test booking on leo portals(B2b2c) shall make the payment via their personal bank account/Card/Upi etc. which will be linked to their personal wallet.	
	Once the booking is confirmed, the person making the test booking has to fill the Test booking form and share the response to testtc@travclan.com and the respective supply team to get it canceled. It is the responsibility of the person creating the test booking to get the booking canceled.	
	Once the Form response is shared, Aishverya / Manish shall shareÂ a new unique code to keep a track of the booking.	
	After cancellation, the refund shall be done in the wallet on the same day as per instant refund which will be tracked by Finance. (Astha / Aashima)	
	Once the refund is done in the wallet, respective organizations can create a payout and the amount will be transferred back to their source account. In this case, an automated payout will be activated in their organization.	
	Note: In the case of b2b2c there will be a separate organization for each b2b2c website.	
	3. Payment Gateway TestingÂ	
	Steps	
	Every individual who is doing pg test booking will do it with individual wallet (created with personal email id)Â	
	Whenever anyone is creating booking using their personal wallet and personal money, they have to ommunicate the same to the testtc@travclan.com priorly so that there will be no delay in the refunds.	
	After PG testing, the refund shall be done in the wallet.	
Test Bookings - P	Once the refund is done in the wallet, respective organizations can create a payout and the amount will be transferred back to their source account. In this case, an automated payout will be activated in their organization.	
	Meaning of Net Hold:	
	Net hold is the amount which is there in the booking at a point of time. In simple words, the difference between amount collected vs amount paid for each individual booking. For eg, if we have received Rs.1000 against a booking X and we have not made any payment to the supplier, then in that case net hold in that booking will be Rs.1000.	
	Net Hold Analysis:	
	Net hold analysis is periodical exercise which we have to do every week (Every Saturday of the week). We need to categorize theÂ Net hold under various categories like: profit, to be paid to the supplier, RR pending etc. Purpose of doing net hold analysis is to ascertain that how much do we owe to the external parties like: Suppliers, Agents etc. at a point of time.	
	Process of Net Hold Analysis:	
	Please refer to attached sheet for the purpose of net hold analysis. We will be working on bookings where net hold is more than Rs.2000.	
	All the bookings of certain periodÂ will be imported in new tab and analysis of all these bookings will be done.	
	"Certain period" here means the period starting from the last analysis date till Friday of that week.	
	Once we have the data, we need to apply different filters to ascertain whether the net hold is profit, To be paid to the supplier etc.	
	And once analysis is done, create a pivot table of the same to get the summary of the Analysis done.	
	Will add details of these filters by Monday.	
Net Hold Analysi	Â	

When financials are incorrectly filled in BMS, we need to follow the below mentioned

In any case, Booking Financials/Alteration will be changed only after the Booking Finance FormÂ is filled.Cost Alteration

We need to fill the Booking Finance Form at the time we get to know from supplier that cost is being changed and not at the time we need to make the payment. This is critical to do to avoid last minute unnecessary urgencies.

POC for Financials alteration - Anusha for BMS V2 bookings and Mayank for V1 bookings.

Alterations will be done twice in a day by 12:30 PM and 5 PM.

No payment will be released with the wrong financials.

For changing the vendor or correcting the wrongly filled vendor, please mention the Organization ID (Numerical Value) in Org ID field.

For changing the cost price, please make sure to upload the invoice in BMS or add finance in the mail chain where supplier has confirmed the final cost.Â

Please mention the proper reason when cost is being altered. Mentioning reason as "cost changed", "incorrect calculation", "wrongly filled" will result in rejection of forms.

Please Note: Invoice needs to be uploaded in BMS for altering the cost. In case, supplier has not shared the invoice please loop in the supplier mail chain.

Following can be Reasons for Cost Alterations:Change Financials

Miss/Incorrect cost filled

OnTrip Addons/Loss/NQA (Loss form to be filled)

Tickets Booked from Portal - Cost reduced

Partial Components Cancelled

Hotel Surcharge

Cost Reduction

Other (Subjective - up to the person doing the cost alteration)

Add Supplier

Miss

OnTrip Addons - Loss/NQA

Old Supplier was Removed

Remove Supplier

Miss

Buying from new Supplier

Â Â Â Booking Alteration

Buyer side details cannot be altered. (Booking amount, Buyer, ROE, Conv Fee, Currency, Bank Charges)

If the buyer details are incorrect, new booking needs to be created for the same.

Booking Financia Alterable fields are Booking Status (Only in specific cases) , Date of Travel (Not back dated), Type, Category, Destination, Tranches Date.

FTEPBR- TEPBR process for flight booking

Account Receivables - Flow Link

Accounts receivable is the money that the customer/agent owes to our business for the invoiced product or service. Here, we ensure that the agent will pay the dues on time before the booking goes under cancellation.

Payment Collection from the Buyer (Travel Agent)We send Payment reminders on Mail to the agent for receiving the trip amount before the due date.The reminder must contain the following information:-

Booking ID

Due Date - Due date is the date on which we need to collect money (Refer BMS -Â Payment Tranche Due Date)Today + (Days Remaining in the Travel Date â€" Days before which full Payment required as per Payment policy)

Â Amount in member currency - USD/SGD/INR

Rate of Exchange (ROE) + Convenience fee (In case of International Bookings)

Booking amount in INR = Amount in memberâ€™s currency X (ROE + Con fee)

Amount collected

Amount pending to be paid = Booking amount in INR - Amount collected

Example :Booking ID: tkxhcBooking amount in Member currency: 1340Fx Rate: 75.3Convenience fee: 1.0Payment policy: Full Payment required 17 days before travel.Today: 05 July 2022Days Remaining in Travel : 30 Days

Reminder Mail for PaymentBooking IDÂ -Â tkxhcDue Date - 18 July 2022

Booking Amount (USD)

1340

Xe + Con Fee

76.3

Booking Amount (INR)

102242

Less: Amount Received Till Date

20000

Pending to be Paid

82242

Account Receival

Agent comes for package quote

We check for availability & hotel prices with supplier offline and also on Travclan.com

If the prices on Travclan.com are cheaper, we prefer to book from travclan.com to maximize our profit.

These all is decided before marking booking confirmed in the BMSIn such cases, the booking on which package is sold to agent, we need to fill the component cost & seller details.We shall need to copy & fillÂ the supplier details & financials from the TCP booking (auto created --> API booking)Â As it is same to same supplier details and financials to be copied & pastedIt shall be responsibility of the person confirming the package booking to fill the financials and ensure refund of TCP booking is done back to the TCP wallet. In case refund is not done back to TCP wallet, NEW Booking cann

We are using TravClan Portal for booking hotels to meet package booking requirements and better prices. Currently we are Ishika's account for doing all these bookings. We need to follow the below mentioned process to make sure we are not missing anything:Important - TCP Bookings Tracker to be MAINTAINED

Package and Hotel Ops SOP

POC from package ops will send an email to hotel ops with their requirement with sub line: "BMS ID- Hotel Name-TCP Booking". They will mention the required details in Col A-C of Tab-"Package- Hotel Bookings 11th sept onwards" of sheet-TCP Bookings- Hotel.

They will also choose option "Package" in Col D of the sheet.

POC from package ops will clearly mention that we have received the XXX amount against the hotel part of this booking.

POC from hotel will check that we have received the payment against the hotel part in package booking. Post this check, they can book the hotel booking as per the requirement shared.

Post booking is done, POC from hotel ops will mention the API booking in Col E of Tab-"Package- Hotel Bookings" of sheet-TCP Bookings- Hotel.

Booking financials will be fetched in Col G-Col K.Â POC from package ops will fill the financials in their booking using these financials. It is mandatory to fill all the details in BMS including commission, TDS and GST.

Once all this is done, POC from hotel ops will add remarks in Col G- "To be Refunded".

Finance

All the "To be Refunded" bookings will be fetched in tab "TCP Bookings Refunds- 11th Sept Onwards" of the Hotel Refund/Cancellation Booking V2

POC from finance will refund the API booking's amount in the wallet after doing the following checks:

That we have received the amount in original package booking mentioned in Col A of the sheet .

Net hold of this booking is equal to or more than hotel part.

All the financials of the TCS Booking are filled same to same in the Original Package Booking --> 100% Same

Once these checks are done, amount will be refunded to the wallet. In case any of the check is missed, the same shall be updated in the Remarks Column

Repeat - - In case any of the check is missed, the same shall be updated in the Remarks Column

TAT for these refunds is 24 hours.

TravClan Portal B Â

For all the payments which are processed on adhoc basis or not as per the payment policy of the vendor (domestic and international) or processed on urgent basis (post cut-off), we need to follow the below mentioned process to get them processed / paid:

The person requesting the Priority/Urgent Payment or Ad hoc payment needs to fill the attached google form.

Once the google form is filled, the same needs to be forwarded at prioritypayment@travclan.com keeping their manager in CC.

A special code will be generated for each form filled and the person approving priority payment will share the unique code with approval in the mail chain (Where form is forwarded).

If against 1 booking ID we are making prepayment to multiple vendors, a different form needs to be filled for each vendor.

All the payments will be approved by Anurag.

Form must be submitted latest by 10:00 AM and the same will be approved by 11 AM.

Once approved by Raghav, payments will be processed.

Process for Priori Â

Step 1) The quote shared to agent must consist Special Offer details*, if not then the booking ID is not eligible for discount.* Hereâ€™s the snip of how it looks

Step 2) The second check is Travel date should be at least 1 month after the date of â€œQuote Generationâ€ and the discount percentage will be calculated on the basis of the same.For eg. There is a booking X which has a travel date of 1st April 2023, and resort policy is D-15, so the due date of the same booking is 16th March (1st April - 15).The agent took a quote from us on 26th Feb and Paid on 28th Feb, so discount percentage will be Rounddown((Due Date-Amount Paid date)/15)*.75%, in our case it will be Rounddown((16th March 2023-28th Feb 2023)/15)*.75% = Rounddown(

Maldives <> Spe Â

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For processing the remittance via Zenith forex we need to follow the below mentioned process:

Â

For remittances to be done from zenith, we need to check the documents and amount received or not, like we normally do in case of processing the remittances via HSBC.

These checks are mentioned here. Also, while checking the documents please download all the documents of those passengers whose PAN card is also received along with invoices.Â

Documents to be downloaded- (Pan Card, Passport both sides, Flight tickets and Invoice)

Once these checks are done and everything is "all ok" we need to create release request with description- <Remit to "Supplier Name" "Currency" "Amount" Via Zenith>

Post creating release requests, we need to create documents as requested by banking partner for processing the remittance. The list of documents is attached here.

We need to fill in details in all these documents and get it signed from Raghav.

Now we need to create a new folder in attached drive. Folder format should be- "DD-MM-YYYY". We need to create another folder in this folder with Vendor name.

Once this folder is created, we need to upload the following documents in this folder-

Invoice or Merged Invoices

Annexure D (Signed)

Annexure J (Signed)

Schedule 2 (Signed)

PAX List

Once, all this is done we need to drop an email at sales.rp@zenithforex.com keeping finance@travclan.com, muskan.mendiratta@travclan.com & rishita.gaba@travclan.com in CC with sub line format- "Remittance<>Vendor Name<>Date" with the following details:

Amount to be remitted.

Vendor Name

Nostro Charges type- SHA or OUR.

Post sending this mail, they will share a quote for the requested amount. We need to verify the Roe mentioned in the quote with Xe.com Roe.

Post checking, we need to ask Muskan/Rishita to make the payment and share the proof over email.

Remittances<>Ze Â

PART A : Cruise Bookings Flow Process

Currently TravClan procures cruise inventory from Ark, Tirun, Yorker and Cordelia.Â
The process followed for any booking is :-

lead is generated
Quote is shared with the agent
Pending booking is created in the BMS by the respective ACM
Confirmation of Inventory

In case of Genting Cruise (Ark & Yorker), confirmation for inventory is taken from the supplier.Â
In case of Royal Caribbean Cruise (Tirun), inventory availability can be checked online on the supplier website.

Once Inventory is confirmed, supplier shares the proforma invoice and based on such proforma invoice, financials are filled in the BMS and booking is marked as confirmed by the supply Team.
In BMS â€" following fields are mandatorily required to be filled while confirming:

Gross Fare (Cabin Charges + Tax + Other Charges)
Commission Received
TDS on Commission
TCS collected

Cruise Business Team to ensure PAN & Name of the traveller is updated in the google sheet - https://docs.google.com/spreadsheets/d/1XpYrQzkzucLgKlSqAXStQW7VL4fpltxwPejdadMlr_M/edit#gid=1757779773
PBO creates collection tranche for booking and TCS amountÂ
PBO creates release request for bookings and TCS payment
PBO / Cruise Business Team to ensure that Tax Invoices are shared / uploaded before creating release requests
Finance Team to ensure receipt is shared with the agents with regards to TCS amount collected.
Finance Team to Check Net Revenue (Profitability) and Net Revneue % - Daily

----
PART B : Cruise _ Recording Financials in BMS & Payment Release Process

Buyer's Legal Place of Business
Seller Legal Place of Business
Destination
Supplier Quote
Seller currency
Seller fx
Seller fx markup
Remarks

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Â
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Â
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Cruise Invoice an

	Agent reaches out to ACM for discount (any discount)
	ACM creates the pending booking
	ACM fills the form for discount - This is to be filled immediately.
	Veni / Jigyasa to fill the box - Approved Discount Field in BMS --> (TAT --> before the booking is marked "confirmed") -- Maximum within same day
	Booking is marked "confirmed" in the BMS
	Schedule Tranche --> to be create by PBO,dependent on the payment terms so decided (not by ACMs)(ACMs can create tranche upto the amount that is to be claimed)
	Discount shall not be considered to be valid if it is not filed in BMS
	Sowmiya (Finance) to create a daily report on discount provided by us
	From Finance we need to monitor these things
	Bookings in which there is Net Loss post discounts
	Amount of Discounts we are giving
Using Approved	Â
	We have a tracker for any payment asked by the SupplierÂ Whenever any supplier mails / whatsappÂ to anyone in TravClan, regarding any outstanding dues, the following steps should be followed :Â
	Acknowledge the mail / whatsapp received from the Supplier and loop in partner.finance@travclan.com or send a mail to partner.finance@travclan.com keeping supplier in cc (for whatsapp message received).
	Person A (person coordinating with supplier) - will update the SoA details, amount asked by Suppplier in the Holidays Finance Tracker Sheet
	Person A to pick ledger & identify Discrepancy from the BMS records (i.e. amount asked by Supplier vs records present in BMS). Get the discepancies resolved within 1-2 day.
	Create RR for the bookings for which everything is correct. Post this Mail to Supplier the amount that shall be released from our end along with the SoA
	Post Creating RR, get the Remittance processed
	Create a LRS Excel containing traveller Details
	Create a Single pdf containing all the Invoice
	Coordinate with Banking Division - Person B
	Person B to process the payment & close the RRs with the payment proof
	Person A to revert to the Supplier over mail with the proof of the payment & take the acknowledgement that they have received the funds.
	Â
	FAQs
AP Tracker	1. TAT / When will person A check if RRs are closed or Not ?2.Â
	Â
	For all the bookings meeting the following criteria, we need to select TC-Singapore as SCE in Seller Cost Components. The Criteria for now is as mentioned below:
	For all the Thailand bookings- SCE will be TC-Singapore except for Vendor- Thai Walkers as we pay them in USD.
	For all the Indonesia bookings where seller currency is IDR, SCE will be TC-Singapore. For all other Indonesia bookings, SCE will be TC-India.
	For all the vietnam bookings, SCE will be TC-Singapore except for Vendor- Sen travels as we pay them in USD.
	Â
ACE-SCE Recordi	In short, for bookings of Thailand, Indonesia and Vietnam where we are making the payment in THB, IDR or VND, SCE will be TC-Singapore.
	We have entered into an agreement with 1 Trip, our Indonesia Supplier where we will get net/base pricing from the supplier and we will sell the same to the agent keeping supplier's margin in our profits only. The revenue split will be as follows:
	Â Also, for the purpose of doing recording in our books, we will be following the below mentioned process:
	PBO will record the costing based on the invoice received from the supplier i.e. the base price.
	1 Trip will raise a commission invoice fortnightly or monthly based on the calculation shared from TravClan's end.
	For now, we will be taking a hit of paying extra GST on the profits which are calculated without inculcating the commission amount.
	Also, we will need to keep a check on No of Pax. criteria as if the same is not certain i.e. the slab is not certain, we will need to shift to monthly payout of commission.
Recording of fina	Â
	What to do if there is loss in a Booking & RR cannot be made ?
	How to adjust - Discount given to agent (in BMS)
	What to do when a hotel dishonour a booking & we create a new booking
	through Diff Supplier
BMS Adjustment	through TCP Portal
	PBO team fill in the all the details of the Supplier, while confirming the booking. They fill in the name of the supplier, financials and also mention the payment tranche Date.PBO to ensure Correct Details are filled in the BMS, Financials & Payment Due Date.In case of any alteration in the booking, PBO should ensure that the same is corrected in BMS.Finance has the following accountability,
	to track Payment Tranche Date & Make the payment to the Supplier.
	to highlight to PBO in case there is any discrepancy between amount asked by Supplier and amount / details filled in BMS - Gautam to do on Daily Basis
	to communicate with Supplier regarding Payments
Payment Tranche	We shall be using this Sheet to track all the Planned Payments. Â Refer Tab - Worksheethttps://docs.google.com/spreadsheets/d/1pKe-Pws2Pdmj1Kq6Z0InAGsMDScurjEGYY49nhQz0Vk/edit#gid=1838426403
Pure Profit Bookings	
New Page	

Â

Why do we need to do flight refunds?

Refunds are required to be done in case of the below mentioned circumstances-Â

Agent cancels the booking

Booking gets failed due to technical issues

Airline cancels the booking from their end.

Batch Timings

Â

Batch 1Â

Batch 2Â

Mapping- Finance

10:30 AMÂ

4;00 PMÂ

Mapping- Flights

12:00 PM

5:30 PMÂ

RR Creation

2:00 PM

7:00 PM

Completion of RefundsÂ

2:30 PM

7:30 PM

Â

Â

Â The following steps are to be followed in case of flight refunds-Â

1. The agent comes and raises a cancellation request through our TC portal. Once the request is generated, the flights team cancels the booking on the portal and fetches refund for the same. We map the ledgers of the various suppliers to check how many refunds we have received.Â

2. Once the refund is received from the portal. The flights team enters the booking id in the refunds sheet and mark it as Initiated. (Initiated status refers that we need to process this refund today). Screenshot has been attached below-

3. Post the flights team adds in all the refunds that needs to be processed, we begin on our end by marking the refunds as work in progress. Once the refunds are marked in WIP, it helps the flights team to inform the agents that these refunds shall surely be processed today & they're aware that finance has started working on the refunds as attached below.

4. We need to ensure some basic checks while processing the refunds. We should not incur any loss under any circumstances while we are refunding the amount. In case we do, we need to get the same approved. The below mentioned things are required to be checked before we start processing the refunds-Â

a) The cancellation charges from airlines can only be 0 in cases of FULL REFUNDS OR ANY SPECIAL CASES

b) We must have received the amount from the supplier

c) In case we have not received any refund from the supplier but we are still refunding the amount, Instant Refunds Form shall be filled to keep the same in track for future reference.

d) All the formulas are dragged and there's no col wherein the formulas are missing for any components. The scartch amounts and the service charges should be taken into account while calculating the amount to be refunded.Â

e) We should never refund more than what we have received OR more than the profits we incurred while booking.Â

Â

5. Once all the steps are checked & we are sure that the amount to be refunded is correct as per the calculations. We would initiate making the release requests in the bookings.Â

a) We will make a payment tranche for the agentâ€™s name in the scheduled payment section and subsequently create a release request.Â

b) Once the release request is created, we shall release it in the wallet of the agent and refund him the amount.Â

Â

Failed BookingsA booking is marked as failed where TravClan is unable to provide the confirmation of the required package, hotel, flight etc. In such cases, the supply team / computer shall mark the booking as failed and update the prospective booking financials assuming that the booking would get confirmed.In case of failed bookings, any amount that has been collected from the agent, shall be refunded back to the agent.As of Date, Failed Flight Bookings are notified to Flight Operations either by ACM / Agent. They check these bookings manually from suppliers end to ensure that the

Firstly, the Sheet is to be filled by Flight Operations group in the following Manner

Column A --->. Failed Booking Date

Column E to Column K ---> Booking Details

Then the Finance Team checks for the failed bookings, processes the refund and simultaneously updates the following Columns

Column B ---> Refund Date

Column D ---> Status of Refund

Column T ---> Is the Amount Deducted from Portal or Not

Column U ---> Release Request Number for Adding Amount to Wallet / Bank Transfer

Column V ----> Org Id of the Buyer

As of Date, We need to ensure that all the columns in this Sheet are filled diligently and the Sheet is kept clean for future reference purpose too.In the Next slide, we shall understand how failed bookings refunds are processed by the finance team.

FAQs

Which type of bookings are auto refunded & which are to be manually refunded?Â Currently there are several factors,Â due to which we havenot give auto refund rights to all our Users. Few factors involve,

KYC not completed

Refund amount greater than 2 lakhs

technical reasons

Refund Date- Is it the date when the money reached the agent's a/c or the date finance team processed the payment?Ideally flight refunds are made to wallet. The time from refund being processed to money reaching agent's wallet is ideally, less than few seconds. Hence the time money reaching to agent's wallet or the finance team processing refund is generally same.

Refund to Wallet/Bank- Decided by agent, right?Yes. As on date, generally all the refunds are made to wallet.

Â

Understanding Fi Â

	Earlier we have understood about how Failed Bookings are tracked and accountability to fill each column of the tracking Sheet that we use.We shall Refund the amount back to the agent, once we are satisfied thatÂ
	No Amount has been debited by the Supplier / Vendor
	In case any amount is debited, the same should be reversed or credited back to us.
	Now, we shall understand how the failed flight bookings are refunded. The following Steps are followed:-
	Flight team enters a booking id in column A in Failed booking refund trigger - Google Sheets.
	All the other fields including booking date, amount in INR, amount collected from agent, organization id, portals are auto fetched.
	Need to check if it is a special case from column J and it should come as "no" for refund to processed.
	Then we open the booking id in on bms , look at booking source to determine if it is b2b or b2b2c , accordingly we search on the portal , it can be Tbo , Tripjack , Easemytrip.
	On Tripjack and Easemytrip we check by the booking creation time and on tbo via pax name , destination , invoice code .
	Â Post ensuring that the refund is to be done, the following steps are to be followed
	Open the Booking in BMS
	Click on the button "Refund Process" Appearing on the Bookings Page. It will Redirect to "Booking Refund Proxy Page"
	Redirected to ----> Booking Refund Proxy Page
	Create a refund Tranche for buyer under head Scheduled Payment
	Refund Tranche Should containing Following Details
	Member Email Id
	Organization
	Amount to be Refunded
	Due Date to RefundAs soon Refund Tranche is create, Click on Save and Continue Editing and come back to the bookings page.
	On the Bookings Page, visit Section "Schedule Payment" and a button "Initiate Refund" shall be displayed.
	Please click on the button Initiate Refund to Create a Release Request.It shall be directed to Select Refund Optionpage.Â Post that clicking on Confirm button shall create RR. RR for failed bookings should always be created of [Add top Wallet]
	Post Creating RR, RR No is to be entered in Column U of the Sheet
	POst that, Pending RR's can be checked by visting Booking Release Request Page. https://lms.travclan.com/admin/trs/releaserequest/?status__exact=pendingPost Creation of RR, the RR is to be closed so that funds are added in User's wallet.
	After clicking on button Release, it is redirected to Approve: Add to Wallet Page.
	Post Clicking Confirm, the amount is refunded to agent's wallet.
	After Refunding the amount to the Agent's Wallet, We need to mark Status - Refunded, in the Column N and add date and rr number of the Sheet. Also, Refund Date should be updated in Column B of the same sheet.
Processing Refun	Internal Adjustment
	Till Now, we have understood, what are failed bookings and how are they refunded. But before refunding there is an important question one needs to answer -->No amount is deducted from the supplier. If any amount has been deducted / debited, same should be reversed / credited back to us.For each booking, we need to perform this test. If the Answer is a. Yes, then --> Refundb. No, then coordinate with flight team to understand why are we refunding even if the amount is debited
	For each of the suppliers, we need to check on their portal to ensure no amount is debiteed. As on Date, We are currently working with 3 suppliers and for each one, the mechanism to perform the test is different.Â The important thing one needs to understand is, No amount is deducted from the supplier. If any amount has been deducted / debited, same should be reversed / credited back to us, irrespective of different mechanism on how the portal works.Lets understand for Each Supplier one by One
	Tripjack
	In case of Tripjack, we open our Ledger. The ledger is displayed on under Tab - Dashboard, with a name - Payment Passbook
Failed Booking Re	In the passbook, we compare the time of booking of BMS with time of debit entries.
	Check Status of Booking in BMS. It should Ideally be pending or Failed.
	Enter the org Id in the Column V of the Sheet. We refund only if Column C of the Sheet displays Yes, post entering the Org Id.
	Open the Supplier portal to check that no Amount is Debited or if any amt is debited, the same is reversed / credited back.
	Open the BMS and perform necessary actions, mark the booking as failed & follow the BMS Refund Process.Create the RR, update the RR No in the Sheet and Release the funds in agent's wallet by closing the RR.
	We must ensure that the refund of failed bookings are made in every 2 hours.
Summary	Â

When an agent wants to cancel a hotelÂ booking, they can submit a cancellation request through the TC portal. After the request is submitted, the hotel operations team verifies it and cancels the booking in our system.

Once this process is complete, the team fills out a refund request form for the finance team to review and process the refund.

Form Link- https://shorturl.at/GOE5d

Once the form is submitted by the hotel's team, the refund comes in the finance's track & weâ€™re supposed to process the refund within the designated time.Â

Sheet Link-Hotel Refund/Cancellation Booking V2

There are 2 types of bookings-

Â

Failed Booking

Confirmed Booking

In case an agent tries to make a booking on the TC portal but due to some issue it fails. In such case, the amount gets collected in a failed booking and we are supposed to refund the same so that the agent can make a new booking

When an agent comes on the TC portal and books a hotel. A booking gets generated in our system in confirmed status

The following tabs in the sheet are important-

Form Responses- All the forms filled by the hotel operations team will reflect in the this sheet

Pending/Failed- All the forms for failed bookings reflect in this tab.Â

Confirmed/Canceled Booking-Â All the forms for confirmed bookings which the agent has canceled reflect in this tab

Internal Adjustment- In this case an agent books through the TC portal, the booking fails. However, to save the booking we inform the agent that we are trying to book the same offline and we will make a booking. (Each and every booking is important). In such a case, we make a new booking in confirmed status on BMS. Now, the amount has been collected in the failed booking so we need to transfer the same to the confirmed booking.

Checks for Failed Booking Refunds

SAMPLE BOOKING- t1xvl

Since it was a failed booking. It is reflected in the pending/failed tab

2. Search the booking on BMS (Bookings Page)

3. Open the booking, scroll down and check for the seller of this booking. In this particular booking the seller is Webbeds

4. The next step is to cross verify and be fully sure that this booking was never made on Webbeds Supplier portal and if the booking was made then webbeds has refunded the amount.Â

Note: In the case of failedÂ bookings, no PNRs or confirmation numbers are generated. Therefore, it is necessary to search using the passenger name or booking ID on the supplier portal.

Scroll down the booking and copy the passenger name. We shall search from the names of both the passengers on the webbeds portal

5.After searching with the passenger name, as per the screenshot we canâ€™t find any bookings on the portal.

As per the screenshots, it is easy to confirm that no booking has been made with this passenger name on the supplier portal. Hence, we need to refund our travel partner in this case since we took the money from him but did not honor the booking.Â

We will make a payment tranche for the agentâ€™s name in the scheduled payment section and subsequently create a release request.Â

Once the release request is created, we shall release it in the wallet of the agent and refund him the amount.Â

Checks for Confirmed Booking Refunds

The responses for refunds of confirmed bookings would reflect in the confirmed bookings tab.

Hotel Refunds

Whenever a booking is confirmed, we follow the RnC process in two cases :

Refund Process (Amount Reduction process) is followed when a partial amount in a booking is refunded or the amount is reduced.Â

Cancellation Process is followed when complete booking is to be canceled.Â

RnC form is filled in the following cases

Amount Reduction / Partial Refund.

Cancellation ProcessÂ

The following pointers are to be kept in mind while filling up the form

RnC FormÂ / RnC AB Ticket can be filed by anyone. Whenever you see that agent is asking for refund or asking for amount reduction, AB ticket is to be created & Form is to be filled.

BOTH AGENT AND SUPPLIER MAIL should be forwarded to rnc@travclan.com. - Agent email is required, to check if agent is asking for refund or Not, & Supplier Mail is required for confirmation that the component / booking is actually cancelled.

Booking Financials need to be filled correctly before filling the form.Â

The agent & supplier should acknowledge the refund amount/cancellation of the booking. Where supplier is delaying and we decide to refund first and recover later from supplier, in such cases, a extra button shall be provided in the form

The holiday team should confirm the final SP over agent's email and final CP over supplier Mail

In case where there is no mail chain from supplier, eg - ticketting etc flow -->

Â Once the form is filled, the Finance team with coordination of Holidays team, will check all these factors and accordingly processing of the refunds.Â

Few Important Pointers :

TAT for refunds is 1 WORKING DAYS if the form is correctly filled

In case, any of these points are not followed / there are any issues, the same shall be conveyed on mail.Â

In case, the issues are resolved by eod the refund will be initiated the next day. However, if the issues are not resolved the form shall be rejected and the same shall also be communicated over email.Â

No Refund will be adjusted in another booking, We will make a refund in agent's wallet. - There is nothing called IA, It is refund and getting it claimed in New Booking

In cases of partial refund , amount reduction cases, New Cost should be updated in the BMS. Also, New Invoice is required to be uploaded in the BMS.

Finance SPOC will share the status of refunds form filed in a group on a daily basis.

Checks while filli Â

Finance will track the refund requests once the RnC form is filled / Ticket is created.Â Refund responses can be tracked from the Holidays Refund TrackerChecks to be made while checking the refund

Agent has acknowledged the refund amount in an email chain.Â

rnc@trravclan.com is added in both agent and supplier mail chains.

Supplier has acknowledged the amount to be refunded on the email chain.

Booking financials are correctly filled in the booking and the invoice is also uploaded in the BMS.

In case the the booking is failed, check we donot owe any money to supplier

Case 1 - If all the above mentioned conditions are fulfilled the refund/ cancellation request will be created by 2pm.

Action ItemsÂ

Create RR is BMS & Mention â€œRR Createdâ€ in Col B.

Mention RR number in Col C.Â

Once the RRâ€™s are closed , Mention â€œDoneâ€ in Col B of sheet.

Post processing of the refund, A mail has to be sent to the agent thatâ€œHi Team , we have processed the refund of Rs. XXX in your wallet/bank account.Â Regardsâ€

Case 2 - If any of the conditions is not fulfilled refund/cancellation request will be on Hold.Â

Action ItemsÂ

Mention â€œPendingâ€ in Col B.Â

Mention the reason because of which refund is on hold in Col C of the sheet.Â

Mention the reason for keeping the refund on hold on the agent email chain removing agent.

By EoD, reach out to ACM & team members in Supply to ensure Discrepancy is resolved and Refund is processed.

If the same is not resolved after 2 reminders the form shall be rejected and the same will be communicated to the supply team over email. In such cases, Mark â€œRejected â€œin Col B with Reason. In such cases, Also in such cases, Escalate it to people in Demand & Supply & also toÂ Varun.

Additional Notes :

Incase, the form is filled for amount reduction (where no refund is required/direct tranche is to be made), the person doing refunds is required to fill the alteration form after checking the final amount on email. The final SP should be clearly mentioned on the mail through quotes/a specific mail as we must notify the agent about the change in the price.

The person doing alterations, will make the direct tranche after checking the final price from email.

Refund Processin The person doing refunds will be responsible to get that refund/booking closed.Â

	There are instances where booking is rejected at the portal (flight or hotel) but the amount is deducted from the agent's account. This is a case of failed booking. In 60% of cases, the amount is auto refunded to the agent (for flights failed bookings only) so that the user can create a new booking, but for the rest of 40% in flights and 100% of cases in hotels amount is not auto refunded.
	Now, if these failed bookings are issued offline or at the back end we need to follow the following process to make sure that everything is done correctly:
	Create a new offline booking in the BMS for the new price (sales amt).Â at which the same is issued offline/ at the backend.
	Now, if the amount has increased while confirming the booking offline please create a new offline booking of increased amount and claim the difference amount in the same.
	Also, the amount can be reduced while confirming the booking offline (Very rare). In this case please refund the reduced amount to the agent by mentioning the details in the Failed bookings tab of the flight refunds sheet.
	Now for adjusting the balance amount from old booking to new booking we have to make an internal adjustment as follows:
	For Flights
	Mention the old booking in column E of the flight refunds sheet's tab Failed booking.
	Mark yes in column F of the sheet and mark yes or no in column G if we have received the additional amount or not (in case price is revised)
	In column I, please mention the new booking ID in which amount needs to be claimed.
	In column J, choose wallet and in column K mention the amount that needs to be adjusted from old booking to new one.
	Now, please choose the option â€œInternal Adjustmentâ€ in column D of the sheet.
	At last, please mention the PNR of the new booking in column S of the sheet. (PNR of the new booking)
	For Hotels
	Mention the old booking in column D of the hotel refunds sheet's tab Hotel Refunds.
	Mention the new booking ID which is issued offline in column Y of the sheet.
	Mention the amount to be adjusted in column Q of the sheet.Â
	Choose the option wallet in column U of the sheet.
	Now, choose the option â€œInternal Adjustmentâ€ in column B of the sheet.
	At last, please mention the PNR in column E of the sheet.
	For Finance
	For all such cases where internal adjustment is mentioned, POC from finance firstly needs to check that there is only one booking confirmed on the portal with the cost mentioned in the new booking ID. Purpose is to make sure that API has only charged us once for that booking.
	After checking this, they need to refund the amount in the agent's wallet from the old booking ID and claim the same in the new booking ID.
	The person who is creating the Release request in this case, will also be the one whoâ€™s closing the same and claiming the amount in the new booking ID. (To avoid any mistakes due to time gap)
	Once all this is done, they need to mention â€œAdjustedâ€ in column D of the flight refunds sheet and column B of the hotel refunds sheet.
	For Eg:
	Booking X of Rs.10000 is failed at the portal and Rs.10000 is collected in this booking X.
	While issuing this booking offline, the price got revised to Rs.10500.Â
	In this case, please create a new booking, say Booking Y of Rs.10500 and claim the difference amount of Rs. 500 in that booking.
	Balance of Rs.10000 is already claimed in booking X which needs to be refunded from that booking to agents wallet and claimed in Booking Y. (Internal Adjustment- Process of the same mentioned above.
	Â
	TAT for making this Internal adjustment will be 24 hours. It is the responsibility of the person tracking the amount pending to ensure this TAT is fulfilled.
	Â
Failed Bookings I	Â
	In case any reversal is received in cardsÂ
	- Amaan/Raghav to track all the reversals and refunds received in Cards.
	- Amaan to inform Supply team (Specific function) about the refund received and mark the booking id in the card sheet the same day.
	- Supply team to initiate the process of refund by filling the Rnc form / marking it in the sheet.
	- Once the refund process is initiated , Muskan to verify the refund amount , create a bank record of the same and claim it in the booking.
	- Person processing the refund (from finance team) will create the RR and refund the amount to the agent.
	Link of sheet - https://docs.google.com/spreadsheets/d/1MF02e64SpznUd7Ch80E7cqBH96iKPd3Oz2KnpKC-QxU/edit#gid=0
Process	Â
	In certain circumstances, we need to process instant refunds to the agents upon confirmation from the supplier that the same shall be processed in the next few days. All such refunds are supposed to be approved by John/Chirag.
	The following process is to be followed in case we need to process an instant refund.
	1. This form https://forms.gle/M9AJEcznWnoyGkNz6 is to be filled in case we haven't received a refund/compensation from our supplier but we have to refund the amount to the agent. In this case, we process an instant refund on confirmation from the supplier that the refund shall be processed in the next payment cycle
	Â
	2. After filling the form, booking is to be added in the hotel refunds sheet for processing of the refund. 3. Approval over email from John/Chirag is necessary in all such refunds. The case should be clearly explained over the email.
	Â Â Â Â Â Â Â
	Â
	4. rnc@travclan.com should be looped in all relevant agent & supplier mails.5. Supplier should confirm over the email that the amount shall be refunded in the next payment cycle.6. Loss form is to be filled in case we are incurring any loss due to such refund.7. Timely reminders are supposed to be shared with all the suppliers to ensure recovery of all such refunds.
	Process- Finance
	1. The refunds tracking form should be checked before processing of any refund. 2. Finance is supposed to clearly check for approval and all the necessary emails containing the supplier conversation along with the reason for instant refund. 3. After looking after all the necessary checks, the refund shall be processed within 12-24 hours. 4. In case, we're incurring a loss, the loss form should be filled beforehand by hotels.5. The refunds to be tracked sheet is to be updated every 15 days and necessary reminders will be shared with all the suppliers.
Hotels	Â

	In certain circumstances, we need to process instant refunds to the agents upon confirmation from the supplier that the same shall be processed in the next few days. All such refunds are supposed to be approved by John/Chirag in case the amount is greater than 50k or in exceptional circumstances.				
	The following process is to be followed in case we need to process an instant refund.				
	Process- Flights				
	1. Instant Refunds Form https://forms.gle/ksofVFRL3pJjF9ab6 is to be filled whenever an instant refund is to be done for tracking & reconciliation purposes.				
	2. The respective booking is to be added to the refund sheet when the refund is to be done and "yes" is to be marked in Col AM. 3. Check the entire criteria while mapping any refund as instant refund, In exceptional cases, approval of John/Chirag is mandatory. 4. finance@travclan.com and rnc@travclan.com is to be looped in every approval mail5. The subject line for Instant Refund Approval mail should be " Instant Refund Approval- PNR''				
	6. If we're taking approval over mail for instant refund, the "amount'' should be clearly mentioned in the mail. 7. Loss form is to be filled in case we are incurring any loss due to such refund.8. Timely reminders are supposed to be shared with all the suppliers to ensure recovery of all such refunds.				
	Process- Finance				
	1. The instant refund form should be filled before processing of any refund.2. Finance is supposed to clearly check for approval and all the necessary emails containing the supplier conversation/proofs attached along with the reason for instant refund.3. After looking after all the necessary checks, the refund shall be processed within 24 hours.4. In case, we're incurring a loss, the loss form should be filled beforehand by Flights5. The refunds to be tracked sheet is to be updated every 15 days and necessary reminders will be shared with all the suppliers.				
Flights	Â				
	This process is to be followed in case we paid the full amount to the supplier and instead of giving refund the supplier issues a credit note/ tells to adjust from future booking.Â				
	Suppose, in booking x, we received a full amount from the agent. A component (scuba diving) got canceled & hence we need to refund the amount for the same. However, we made the entire payment to the supplier. In this case, the supplier issued a credit note of INR 100 which can be utilized in his upcoming bookings.				
	The following steps are to be followed in the above scenario-				
	1. rnc@travclan.com is to be looped in the mail where we have received the credit note.2. Credit Note form is to be filled as soon as we receive a credit note from the supplier. All the relevant information is to be filled.				
	3. If we need to refund this amount to the agent, refunds and cancellations form form is to be filled and the same shall be utilized for refund. 4. In case, no refund is to be made and the amount is only to be adjusted from the future bookings, the CN form is to be filled for recording purposes. 5. The supplier should acknowledge over mail that he is providing us with a credit note/refund which can be used in future bookings. 6. All the conditions of the credit note. If any, should be mentioned over the mail by the vendor.7. A new booking is to be informed via email against which the amou				
	8. In case, we donâ€™t have any upcoming booking of the supplier to adjust the amount, the credit note shall be approved by John and refund is to be done.Â				
	Please note-				
	1. Credit Note form is to be filled as soon as we receive a credit note from the supplier irrespective of the fact that we need to refund the amount or not.2. Rnc form is to be filled in case refund is required in any case.				
	3. If there is no upcoming booking of the supplier, refund is to be approved by John. SOP for approval of such refunds shall depend on the particular cases.				
Credit Note Proc	Â				
	Â				
	We have recently integrated with TBO Galileo to smoothen its Flights Booking operations and along with this also comes a new set of challenges for both the Operations & Finance team to deal with Pending & Canceled scenarios of the booking.				
	Steps for Finance : Finance team is advised to follow certain steps in order to process the refunds in Agentâ€™s wallet/account;				
	1. The first step is to ensure that the refund form has been filled properly/ booking id is mapped properly in the sheet in case of cancellation.2. Finance is to make sure that the booking is in the failed/pending status. The concerned POC from flights is supposed to mention clearly over the mail that the booking has failed and we need to refund the amount.				
	3. Once approval is received from the flight team, the finance team shall process the refund based on confirmation. The confirmation mail should be in the following format-				
	â€œBooking Id -abcde				
	This booking has failed/itinerary is canceled on GDS, kindly refund the amount to the agentâ€Attach ss for reference				
	4. Upon receiving the confirmation, finance shall process the refund basis approval from the flight team.				
	5. The last and final step for the finance is to get a reconciliation check after 2-3 days of the refund process from Mayank in order to keep a check on whether the amount has been credited to the companyâ€™s account or not/no amount has been deducted for the booking.				
	Note- Approval from the concerned flights POC is the only way to authenticate that the booking has been failed in order to process any refunds related to Galileo. Hence, no refunds shall be processed without clear approval over mail.				
	Steps for Flights: The following steps are to be followedÂ in order to initiate any refund process;				
	The first step for the flights team is to fill out the refund form in case of any pending/failed booking of Galileo.				
	Reverting to the Finance teamâ€™s Screenshot-based Approval via an email with a proper message revert on the same email.				
	How to check in the last step in the ledger after 24-48 hours-				
Understanding G	1. The refunds team will directly connect with Mayank after the 48-72 hours of processing the refunds to check if any amount has been deducted in the ledger or not.2. Once checking, Mayank will then update about the status of the payment via replying on the same mail chain wherein the conversation already took place between flights POC & Finance.After all these procedures, the Finance team will then mark the status of the reconciliation (Yes/No) on the Google Sheet for the same.				

ISSUES RELATED TO THE AGENT'S BANK ACCOUNT

How can I add my bank account on the TC portal?

Step 1: Go to 'Wallet'

Step 2: Select 'Withdraw Money'

Step 3: Click on 'Update Bank'

Step 4: Add your bank details (A/C number, IFSC Code, Bank Holder Name) & Submit

Â

When will you verify my bank account?

-The bank account details shall be verified within 24 hours

Â I have made a payout request without adding my bank details. What should I do?

-You can add your bank details even after making a payout request by following the steps. Adding the bank details after creating the payout is not a problem

I have added a bank account detail but I need to change it. What are the steps?

For internal reference, if an agent has added one bank detail and it is verified we first need to cancel it post that the agent would be able to add new bank details.

Â Â Â Reach out to Khushbu/Aashima to get the old details rejected. Once they're rejected, inform the agent to add new ones.Â

Internal- From can I check the bank details updated by the agent?

-Go to member's page > add the agent's registered email/phone number >Â scroll down and click the organization id to open it > scroll down to check the org bank accounts area where in the bank details are writtenÂ
For example-
Â
The last entry is considered to be the latest one. As per the screenshot it is visible that we have asked the agent to add the correct bank details of 'Pleasure My Journey Private Limited'. Convey the same to the agent over the call.

Â
ISSUES RELATED TO PAYMENT FAILURE (Paise agent ke bank se cut hogaye hai but wallet mein add nahi hue

I added money via IMPS 15 minutes ago. It has not been added to the wallet. What to do?

-The amount added via IMPSÂ takes 30 minutes max to get reflected in the wallet. Usually time is less than 10 mins. Ask the agent to wait for a total of 30 minutes. Agents experience is most important. Be humble while answering. Flight prices can change. Ask internally to find out if we have received confirmation email from DBS

We need to keep track about it. And inform the agent if added plus internally if it's not added. This might be an issue faced by other agents on that day due to technical issues in DBS. In that case we need to closely monitor each incoming transfer and validate it from bank statement / email and get money added to wallet. Most important - agent shouldn't suffer.

I added money via NEFT 5 minutes ago. It has not been added to the wallet yet. What to do?

-The amount added via NEFT takes 30 minutes to get added to the wallet. Ask the agent to wait for a total of 30 minutes.
Agents experience is most important. Be humble while answering. Flight prices can change. Ask internally to find out if we have received confirmation email from DBS
We need to keep track about it. And inform the agent if added plus internally if it's not added. This might be an issue faced by other agents on that day due to technical issues in DBS. In that case we need to closely monitor each incoming transfer and validate it from bank statement / email and get money added to wallet.Â
Most important - agent shouldn't suffer.
Â

Money has been deducted on my end but it has not been added to the wallet yet.Â

-Please ask the registered mobile number, the amount and the payment method from the agent. Share these details with Simarpreet/Palakh/Aashima to get the same checked. Ask the agent to give you time for max 30 minutes and get the reason checked.Â
If the 3 of them inform us that the payment has failed > Inform the agent that the amount was deducted from his bank but we have not received them and they are stuck at the payment gateway. In case of such failures, the amount will get auto refunded to the agent within 7-10 working days.
Agent can see the payment status on his recharge history section. He will see if the transaction is being shown as failure at our end. Ask agent to go to wallet -> recharge history.Â
Â
FINANCE QUERIE   ISSUES RELATED TO REFUNDS (Maine booking cancel ki thi but uska refund nahi aya hai ab tak)

I. If we give CN to the agents-Â

Â

Case 1

Case 2

Case 3

We have the fundsÂ

We have the fundsÂ

We do not have the funds

Â
Â
Â

No amount paid to the vendorÂ

Amount was paid to the vendor. But either supplier has refunded in bank or we have future booking to adjust the amount

Amount was paid to the vendor. But neither supplier has refunded in bank nor we have future booking to adjust the amount

Â
Â
Â

When the CN is shared to the agentÂ

When the CN is shared to the agentÂ

When the CN is shared to the agentÂ

Credit Notes - Tr

1. When Booking is in Failed/Pending Status Open the respective booking. Under â€œBooking Actionsâ€, Click on Refund Process. Then under â€œScheduled Paymentâ€, Click on Add another planned payment. Fill the blank details.

Click on Save & your Tranche is ready.

Scroll down till Scheduled Payment > Click on Initiate Refund. Mark the checkbox > Click Ok.

RR will be created. Now go to â€œBooking Release Requestsâ€ > Click on Release Add a Release Note (Flight Refund, Hotel Refund, etc). Attach Proof of Refund. Click on Confirm and your refund is processed.

REFUND PROCES 2. When Booking is in Confirmed Status Open the respective booking. Under â€œBooking Actionsâ€, Click on Cancellation Process > Save > Settle Cancellation Add details as asked > Click on Submit Under Scheduled Payment, Click on Add Release Request(Wallet). Fill the details > Click on Confirm.Â Click on Release under Booking Release Requests for the respective RR created. Add a Release Note (Flight Refund, Hotel Refund, etc). Attach Proof of Refund. Click on Confirm and your refund is processed.

AB Refund ticket: Â

Holiday Refunds process Through Aryabhatta

Note: Whenever an agent raises a concern for refunds, create a AB ticket immediately, even if you're unsure.

Process to follow:How to raise Refund Tickets in AB

Go to Aryabhatta -> Conversation -> Internal Query -> Add query

Issue category -> Escalation

Request Type -> Refunds

Team -> Holiday/Ontrip

For pre & post booking cases, add team -> Holiday

For Ontrip & post-ontrip cases, add team ->Ontrip

Tags -> Destination

Priority -> Select based on urgency

Once the ticket is raised, pre / post / ontrip teams will fill RnC and refunds will be processed in 24-48 hours

Respective POCs from pre/post/ontrip team inspects the case and fill the RnC details (Refunds & Cancelation) for finance team's reference.

RnC form is filled in the following cases

Amount Reduction / Partial Refund. - Partial Refund or component Refund

Cancellation Process - Full refund incase of booking is Cancelled

It can be Pre-booking, Post-booking or Post-trip.Â

How will I know RnC is filled?The POC filling the RnC will mention the same over agent mail chain or on AB ticket

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Process to be foll

Internal Adjustment Process

Overview:

When an agent books a hotel or flight online, sometimes the booking may fail due to unavailability or a price hike. There are two possible scenarios:

Amount Reflects Back in the Wallet: The amount is automatically refunded.

Amount Doesn'€™t Reflect in the Wallet: Internal Adjustment is needed.

Internal Adjustment:

In Case 2, a new offline booking is made, and the amount from the failed booking is refunded back to the wallet. The PoC from the Hotel/Flight team will handle the offline booking and claim the amount if the agent requests to proceed with an offline booking. The team will then share the confirmation.

Process for HOTEL/FLIGHT PoCs:

Fill the Form: PoCs must immediately fill out the form if the booking fails and the amount needs to be claimed. Internal Adjustment Form

Finance Team Action: After the form is submitted, the Finance team will refund the amount back to the wallet within 30 minutes.

New Booking: The PoC will make a new booking, and the amount will be collected from the confirmed booking.

Handling Delays:

If the amount is not refunded or adjusted in new bookings on time:

Fill the Form Again (check the filled form below):

Booking Category: Pending/Failed Booking

Case: Internal Booking Adjustment - Transfer amount to new booking

Â

Â

The Finance team will then refund the amount to the wallet and claim it in the new booking ID.

For any doubts, please connect with the Finance Refund Team.

	Â Â Â Case 1 Amount Recoverable by SupplierÂ
	Supplier messed up and we need to refund the agent - Recoverable by supplier
	A. Email supplier for recovery- Need to tag rnc@travclan.com in the supplier mail chain.
	B. Fill RnC
	C. Fill the credit note form for the amount recovered by the supplier.
	Â Â Case 2 Amount notÂ Recoverable by SupplierÂ
	Supplier messed up and we need to refund the agent - Not to be recovered by supplier
	A. Fill RnC for the amount to be refunded .Â
	B. Fill loss form for the entire amount.
	C. Once the loss is approved and adjusted in BMS , refund will be done to the agent.Â
	Â Â Case 3 In conversation with the supplier to recover Amount
	Supplier messed up and we need to refund the agent - In conversation with the supplier.Â
	A.Fill RnC for the amount to be refunded .Â
	B. Meanwhile we are trying to recover the amount from the supplier. Fill the Credit Note form for the amount we are trying to recover.Â
	C.Person filling the credit note form needs to keep a track of the credit note.
	Â
Refunds and Can	Â Â Note- Incase the credit note is not received from supplier after multiple follow ups , loss form will be filled afterwards .
	Case 1 - Amount Recoverable by SupplierÂ
	Supplier messed up and we need to refund the agent - Recoverable by supplier
	Email supplier for recovery- Need to tag rnc@travclan.com in the supplier mail chain.
	Fill RnC
	Fill the credit note form for the amount recovered by the supplier.
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	Supplier messed up and we need to refund the agent - Not to be recovered by supplier
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	Fill loss form for the entire amount.
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	Person filling the credit note form needs to keep a track of the credit note.
Refunds and Can	Â Note- Incase the credit note is not received from supplier after multiple follow ups , loss form will be filled afterwards .Â

Â

What is Sales- activities related to selling or the number of goods sold in a given targeted time period. The delivery of a service for a cost is also considered a sale.

GMV is the total sales volume transacting through the platform, though not to be confused with revenue. For example, if a company is acting merely as a mediator and earning commission on transactions, then its revenue is the commission and not the value of the transaction. However, if the company basically purchases the items, maintains inventory (if need be) and finally, sells or delivers the items to customers; then in such a business model, its GMV will be the gross revenue. Â Â Â

Â Â Â Â Â What do we sell here at TravClan:-

Flights

Hotels

Domains

PackagesÂ Â Â

Insurance

Payment GatewayÂ Â Â

Â EntriesÂ

Â Package Purchase Amount is INR 20000Â Â Â Â Â

Case1 : Sold It at Inr 21180

Agent Ac

Dr

21180

To Reimbursement A/c

Cr

20000

To Convience Fee

Cr

1000

To Gst

Cr

180

Case2 : Sold it at Inr 20000Â

Agent Ac

Dr

20000

To Reimbursement A/c

Cr

20000

Case3 : Sold It at Inr 19000Â Â Â Â Â Â Â Â Â Â Â Â

Sales

Â Format for CNhttps://docs.google.com/spreadsheets/d/1f_XHLBmAP5Ddyvgs_DuNkSGQby-tK9a/edit#gid=183990100

Â

Â The Process:

1. If there is any requirement for credit notes flight team will update on this sheet -https://docs.google.com/spreadsheets/d/1cvgL1I9UxWt9bzEXJI5GSqsXPkK6n7oUP7dP7J9t2C4/edit?ts=60a3aff4#gid=0

2. This Invoice Number can be pick from Booking accounts sheet

Flight(+) and Flight (-)sheet Flight (+) column "Z".Flight(-) Column "AA"

3. Next Buyer details From BmsSearch the booking with the BMs Id open that and click on the buyer name

4. Click on the org number. All the details can be found here

How is this recorded

5. Now open flight refunds sheet - try and search the Id in these two sheets.

https://docs.google.com/spreadsheets/d/1uyYP_wCb6FOf3NFmxI4ohv2N2WxNAdmjqJELhoqj2_c/edit?ts=60a74aa9#gid=628041828

https://docs.google.com/spreadsheets/d/1fxYFjXNRGDHF71M47QL7OfsHO48LgdkN4vMtEzovUU/edit?ts=60a3aae8#gid=628380627

6. Now go to the column "I".

7Â Â How to Calculate the cancellation fees.Â - OPEN TBO GO TO ACCOUNTS SECTION CHECK THE FLIGHT CREDIT NOTE SEARCH THEÂ BOOKING WITH THE PNR no:

Now check what is the what is the cancellation fee charged by the TBO of total pax.

Â 8Â Calculation for cancellation charges

9 Now if the buyer is in Delhi than CGST AND IGST @9%

10 If outside the Delhi 18%

11 Share the credit note on the mail chain

12 And also upload it on Drive https://drive.google.com/drive/u/1/folders/1aMn9g_z4eJUHIx6SjNp0Q3HwavAY_0Ix

Â

Flight   Â

Goods and Services Tax (GST) is an indirect tax (or consumption tax) used in India on the supply of goods and services. It is a comprehensive, multistage, destination-based tax: comprehensive because it has subsumed almost all the indirect taxes except a few state taxes. Multi-staged as it is, the GST is imposed at every step in the production process, but is meant to be refunded to all parties in the various stages of production other than the final consumer and as a destination-based tax, it is collected from point of consumption and not point of origin like previous taxes.

Goods and services are divided into five different tax slabs for collection of tax: 0%, 5%, 12%, 18% and 28%. However, petroleum products, alcoholic drinks, and electricity are not taxed under GST and instead are taxed separately by the individual state governments, as per the previous tax system.[citation needed] There is a special rate of 0.25% on rough precious and semi-precious stones and 3% on gold. In addition a cess of 22% or other rates on top of 28% GST applies on few items like aerated drinks, luxury cars and tobacco products. Pre-GST, the statutory tax rate for most goods wa

The tax came into effect from 1 July 2017 through the implementation of the One Hundred and First Amendment of the Constitution of India by the Indian government. The GST replaced existing multiple taxes levied by the central and state governments.

The single GST subsumed several taxes and levies, which included central excise duty, services tax, additional customs duty, surcharges, state-level value added tax and Octroi. Other levies which were applicable on inter-state transportation of goods have also been done away with in GST regime.GST is levied on all transactions such as sale, transfer, purchase, barter, lease, or import of goods and/or services.

India adopted a dual GST model, meaning that taxation is administered by both the Union and state governments. Transactions made within a single state are levied with Central GST (CGST) by the Central Government and State GST (SGST) by the State governments. For inter-state transactions and imported goods or services, an Integrated GST (IGST) is levied by the Central Government. GST is a consumption-based tax/destination-based tax, therefore, taxes are paid to the state where the goods or services are consumed not the state in which they were produced. IGST complicates tax c

HSN codeIndia is a member of World Customs Organization (WCO) since 1971. It was originally using 6-digit HSN codes to classify commodities for Customs and Central Excise. Later Customs and Central Excise added two more digits to make the codes more precise, resulting in an 8 digit classification. The purpose of HSN codes is to make GST systematic and globally accepted.

HSN codes will remove the need to upload the detailed description of the goods. This will save time and make filing easier since GST returns are automated.

If a company has turnover up to INR 15 million in the preceding financial year then they did not mention the HSN code while supplying goods on invoices. If a company has turnover more than INR 15 million but up to INR 50 million, then they need to mention the first two digits of HSN code while supplying goods on invoices. If turnover crosses INR 50 million then they shall mention the first 4 digits of HSN code on invoices.

RateThe GST is imposed at variable rates on variable items. The rate of GST is 18% for soaps and 28% on washing detergents. GST on movie tickets is based on slabs, with 18% GST for tickets that cost less than Rs. 100 and 28% GST on tickets costing more than Rs.100 and 28% on commercial vehicle and private and 5% on readymade clothes. The rate on under-construction property booking is 12%. Some industries and products were exempted by the government and remain untaxed under GST, such as dairy products, products of milling industries, fresh vegetables & fruits, meat product

Checkposts across the country were abolished ensuring free and fast movement of goods. Such efficient transportation of goods was further ensured by subsuming octroi within the ambit of GST.

The Central Government had proposed to insulate the revenues of the States from the impact of GST, with the expectation that in due course, GST will be levied on petroleum and petroleum products. The central government had assured states of compensation for any revenue loss incurred by them from the date of GST for a period of five years. However, no concrete laws have yet been made to support such action.[31] GST council adopted concept paper discouraging tinkering with rates.

e-Way BillAn e-Way Bill is an electronic permit for shipping goods similar to a waybill. It was made compulsory for inter-state transport of goods from 1 June 2018. It is required to be generated for every inter-state movement of goods beyond 10 kilometres (6.2 mi) and the threshold limit of â‚¹50,000 (US$700).

It is a paperless, technology solution and critical anti-evasion tool to check tax leakages and clamping down on trade that currently happens on a cash basis. The pilot started on 1 February 2018 but was withdrawn after glitches in the GST Network. The states are divided into four zones for rolling out in phases by end of April 2018.

A unique e-Way Bill Number (EBN) is generated either by the supplier, recipient or the transporter. The EBN can be a printout, SMS or written on invoice is valid. The GST/Tax Officers tally the e-Way Bill listed goods with goods carried with it. The mechanism is aimed at plugging loopholes like overloading, understating etc. Each e-way bill has to be matched with a GST invoice.

Transporter ID and PIN Code now compulsory from 01-Oct-2018.

It is a critical compliance-related GSTN project under the GST, with a capacity to process 75 lakh e-way bills per day.

Intra-State e-Way Bill The five states piloting this project are Andhra Pradesh, Gujarat, Kerala, Telangana and Uttar Pradesh, which account for 61.8% of the inter-state e-way bills, started mandatory intrastate e-way bill from 15 April 2018 to further reduce tax evasion.[34] It was successfully introduced in Karnataka from 1 April 2018.[35] The intrastate e-way bill will pave the way for a seamless, nationwide single e-way bill system. Six more states Jharkhand, Bihar, Tripura, Madhya Pradesh, Uttarakhand and Haryana will roll it out from 20 April 18. All states are mandated to introduce it by

Reverse Charge MechanismReverse Charge Mechanism (RCM) is a system in GST where the receiver pays the tax on behalf of unregistered, smaller material and service suppliers. The receiver of the goods is eligible for Input Tax Credit, while the unregistered dealer is not.

The central Government released Rs 35,298 crore to the state under GST compensation. For the implementation, this amount was given to the state to compensate the revenue. Central government has to face many criticisms for delay in compensation.

Goods kept outside the GSTAlcohol for human consumption (i.e., not for commercial use).Petrol and petroleum products (GST will apply at a later date), i.e., petroleum crude, high-speed diesel, motor spirit (petrol), natural gas, aviation turbine fuel.

Revenue DistributionRevenue earned from GST (intra state transaction - seller and buyer both are located in same state) is shared equally on 50-50 basis between central and respective state governments.

Example: if state of Goa had collected a total GST revenue (intra state transaction - seller and buyer both are located in same state) of 100 crores in month of January then share of central government (CGST) will be 50 crores and remaining 50 crores will be share of Goa state government (SGST) for month of January.

For distribution of IGST (inter state transaction - seller and buyer are located in different states) collection, revenue is collected by central government and shared with state where good is imported.[39][40] Example: 'A' is a seller located in state of Goa selling a product to 'B' a buyer of that product located in state of Punjab, then IGST collected from this transaction will be shared equally on 50-50 basis between central and Punjab state governments only.[40]

GST CouncilGST Council is the governing body of GST having 33 members, out of which 2 members are of centre and 31 members are from 28 state and 3 Union territories with legislation. The council contains the following members (a) Union Finance Minister (as chairperson) (b) Union Minister of States in charge of revenue or finance (as member) (c) the ministers of states in charge of finance or taxation or other ministers as nominated by each states government (as member). GST Council is an apex member committee to modify, reconcile or to procure any law or regulation based on

Goods and Services Tax Network (GSTN)The GSTN software is developed by Infosys Technologies and the Information Technology network that provides the computing resources is maintained by the NIC. "Goods and Services Tax Network" (GSTN) is a nonprofit organisation formed for creating a sophisticated network, accessible to stakeholders, government and taxpayers to access information from a single source (portal). The portal is accessible to the Tax authorities for tracking down every transaction, while taxpayers have the ability to connect for their tax returns.

The GSTN's authorised capital is â‚¹10 crore (US$1.4 million) in which initially the Central Government held 24.5 percent of shares while the state government held 24.5 percent. The remaining 51 percent were held by non-Government financial institutions, HDFC and HDFC Bank hold 20%, ICICI Bank holds 10%, NSE Strategic Investment holds 10% and LIC Housing Finance holds 11% .

Â

However, later it was made a wholly owned government company having equal shares of state and central government.

Tax Credit

A tax credit is a tax incentive which allows certain taxpayers to subtract the amount of the credit they have accrued from the total they owe the state. It may also be a credit granted in recognition of taxes already paid or a form of state support.

Â

GST   Â

TDS (Tax Deducte	TAX DEDUCTED AT SOURCE (TDS)
	Â
	Introductionâ€¹
	The concept of TDS was introduced with an aim to collect tax from the very source of income. As per this concept, a person (deductor) who is liable to make payment of specified nature to any other person (deductee) shall deduct tax at source and remit the same into the account of the Central Government. The deductee from whose income tax has been deducted at source would be entitled to get credit of the amount so deducted on the basis of Form 26AS or TDS certificate issued by the deductor.
	Â
	Rates for deduct of tax at source
	Taxes shall be deducted at the rates specified in the relevant provisions of the Act or the First Schedule to the Finance Act. However, in case of payment to non-resident persons, the withholding tax rates specified under the Double Taxation Avoidance Agreements shall also be considered
	TDS Rates
	Withholding Tax Rates
	Tax Rates DTAA v. Income-tax Act
	Â
	How to pay Tax Deducted/Collected at source?
	Tax deducted or collected at source shall be deposited to the credit of the Central Government by following modes:
	1) Electronic mode: E-Payment is mandatory for
	a) All corporate assesses; and
	b) All assesses (other than company) to whom provisions ofÂ section 44ABÂ of the Income Tax Act, 1961 are applicable.
	2) Physical Mode: By furnishing the Challan 281 in the authorized bank branch

Income Tax	An income tax is a tax imposed on individuals or entities (taxpayers) in respect of the income or profits earned by them (commonly called taxable income). Income tax generally is computed as the product of a tax rate times the taxable income. Taxation rates may vary by type or characteristics of the taxpayer and the type of income.
	The tax rate may increase as taxable income increases (referred to as graduated or progressive tax rates). The tax imposed on companies is usually known as corporate tax and is commonly levied at a flat rate. Individual income is often taxed at progressive rates where the tax rate applied to each additional unit of income increases (e.g. the first 10000 of income taxed at 0%, the next 10000 taxed at 1%, etc...). Most jurisdictions exempt local charitable organizations from tax. Income from investments may be taxed at different (generally lower) rates than other types of income. Credits of
	Taxable income of taxpayers resident in the jurisdiction is generally total income less income producing expenses and other deductions. Generally, only net gain from sale of property, including goods held for sale, is included in income. Income of a corporation's shareholders usually includes distributions of profits from the corporation. Deductions typically include all income producing or business expenses including an allowance for recovery of costs of business assets. Many jurisdictions allow notional deductions for individuals, and may allow deduction of some personal expenses.
	Â
	Taxpayers and ratesIndividuals are often taxed at different rates than corporations. Individuals include only human beings. Separate taxes are assessed against each taxpayer meeting certain minimum criteria. Many systems allow married individuals to request joint assessment. Many systems allow controlled groups of locally organized corporations to be jointly assessed.
	Tax rates vary widely. Some systems impose higher rates on higher amounts of income.Â In India on the other hand there is a slab rate system, where for income below INR 2.5 lakhs per annum the tax is zero percent, for those with their income in the slab rate of INR 2,50,001 to INR 5,00,000 the tax rate is 5%. In this way the rate goes up with each slab, reaching to 30% tax rate for those with income above INR 15,00,000.
	Residents and nonresidentsResidents are generally taxed differently from nonresidents. Few jurisdictions tax nonresidents other than on specific types of income earned within the jurisdiction. See, e.g., the discussion of taxation by the India of foreign persons. Residents, however, are generally subject to income tax on all worldwide income. A handful of countries (notably Singapore and Hong Kong) tax residents only on income earned in or remitted to the country. There may arise a situation where the tax payer has to pay tax in one country where he is tax resident and also pay tax to c
	Residence is often defined for individuals as presence in the country for more than 183 days. Most countries base residence of entities on either place of organization or place of management and control.Â
	Defining incomeMost systems define income subject to tax broadly for residents, but tax nonresidents only on specific types of income. What is included in income for individuals may differ from what is included for entities. The timing of recognizing income may differ by type of taxpayer or type of income.
	Income generally includes most types of receipts that enrich the taxpayer, including compensation for services, gain from sale of goods or other property, interest, dividends, rents, royalties, annuities, pensions, and all manner of other items. Many systems exclude from income part or all of superannuation or other national retirement plan payments. Most tax systems exclude from income health care benefits provided by employers or under national insurance systems.
	Deductions allowedNearly all income tax systems permit residents to reduce gross income by business and some other types of deductions. By contrast, nonresidents are generally subject to income tax on the gross amount of income of most types plus the net business income earned within the jurisdiction.
	Expenses incurred in a trading, business, rental, or other income producing activity are generally deductible, though there may be limitations on some types of expenses or activities. Business expenses include all manner of costs for the benefit of the activity. An allowance (as a capital allowance or depreciation deduction) is nearly always allowed for recovery of costs of assets used in the activity. Rules on capital allowances vary widely, and often permit recovery of costs more quickly than ratably over the life of the asset.
	Most systems allow individuals some sort of notional deductions or an amount subject to zero tax. In addition, many systems allow deduction of some types of personal expenses, such as home mortgage interest or medical expenses.
	Business profitsOnly net income from business activities, whether conducted by individuals or entities is taxable, with few exceptions. Many countries require business enterprises to prepare financial statements which must be audited. Tax systems in those countries often define taxable income as income per those financial statements with few, if any, adjustments. A few jurisdictions compute net income as a fixed percentage of gross revenues for some types of businesses, particularly branches of nonresidents.
	Â

PF(Provident Fun	Â
	Provident fund is another name for pension fund. Its purpose is to provide employees with lump sum payments at the time of exit from their place of employment. This differs from pension funds, which have elements of both lump sum as well as monthly pension payments. As far as differences between gratuity and provident funds are concerned, although both types involve lump sum payments at the end of employment, the former operates as a defined benefit plan, while the latter is a defined contribution plan.
	Â
	The Employees' Provident Fund Organisation (EPFO) is the social security body that is responsible for running and supervising the largest mandatory state pension scheme for people in India. The EPFO assists the Central Board in administering a compulsory contributory provident fund, pension and insurance scheme for the workforce engaged in India. It is also the nodal agency for implementing bilateral social security agreements with other countries. These schemes cover Indian workers as well as international workers in countries with which bilateral agreements have been signed. A
	On 1 October 2014, the Government of India launched a Universal Account Number for Employees covered by EPFO to enable Provident Fund number portability.

Invoice is a document that shows record of a transaction between buyer and a seller. Â

It is a proof that transaction between the two persons happened. Â The below is the FormatÂ in both land and flight bookingsÂ https://docs.google.com/spreadsheets/d/1OW8wFlyBuYE7VeC_Q86ZtTF9W_WBOch/edit#gid=198385390Â

Â Â Â Â We have two kinds of invoices Flights and Land Bookings.

Â Â What are the details we require for that-

Invoice number- Booking Accounts sheet column Name- Invoice Number By Manish. This method is same for Flight and Booking.For both Land and flight Booking

Â

Â Â 2. Buyer details - by using the BMS id we can track buyer name and get all the details like address, GST. This is same for Booking and Flights.Â Â Â Â Â Â Â Â Go and check whether it is flight or land booking. Then search accordingly.Â Â Â Â Â Â Â Â Click on the Buyer nameÂ

Then Click on the Ord idÂ

New page will open having all the details.Please note that Point 1 and Point 2 are same for both land and flight booking.

3. Go to the Booking Account Sheet-Â https://docs.google.com/spreadsheets/d/1NM92oNHiZ5nk6hTVBTZPIgW-2H39xf2ilGkl72HaDvi/edit?ts=609e289d#gid=1137197353Â Â

- So there are two thing here in FlightÂ Â Â Â Â Â Â Â -Flight(+)Â andÂ Flight (-)- If the Flight is sold at Discount then you can find the booking in Flights (-). Also there is no convenience fees and GST charged.- If not then in Flights(+) . There is Convenience fees and Gst Charged on the Bookings4.Â If the BookingÂ (Flights (-)Â) then the invoice will be like thisÂ

Flight Booking AmountÂ - you can find in column D which is mark grey

Discount amount- You can find in Column WÂ gross profit

5Â Â Â If the Booking is Flight (+)

Â Â Â the only difference here is we need convenience fees and GST which can we found on the same sheet of Flight(+). NoÂ Â Â Â Â Discount is Charged here.

Which can be found in Column X and Y.

Â

Invoicing   Â

What is Purchase?Â Â Â acquire (something) by paying for it; buy.

ÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂÂ

What are we Purchasing In TravClan ?

Flights

Hotels

Domain

Insurance

Payment Gateway Services

Packages - Do remember there is no Input tax credit (Gst) here.Â Â

Entry With Example

Â

Reimbursemet Of Package A/CÂ Â DrÂ Â Â Â Â Â Â 20728Service Charge Paid A/cÂ Â Â Â Â Â Â DrÂ Â Â Â Â Â Â Â Â 400Input Gst A/cÂ Â Â Â Â Â Â Â Â Â Â Â Â Â Â DrÂ Â Â Â Â Â Â Â Â 36Tds A/cÂ Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â DrÂ Â Â Â Â Â Â Â Â 10Commission Received A/cÂ Â Â Â Â Â CrÂ Â Â Â Â Â Â Â Â Â Â Â Â Â 200Creditor A/cÂ Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â CrÂ Â Â Â Â Â Â Â Â Â Â Â 20974Â Â

Explained :Â GMV + Convenience Fee Model

Â
Â
Â
Â
Â
Â

Purchase Invoice

Â
Â
Â
Â

Reimbusrment of Package / Visa Fees

20728

Â
Â

Service Charges

400

Â
Â

Purchase

Invoices

Â

An invoice is a proof of sale that is shared with the agent on payment for the booking.

Â

Invoices for all API bookings are generated and shared with the agents on their emails automatically, whereas Invoices for all offline bookings have to be generated on the BMS by clicking the â€œGenerate invoiceâ€ as follows -Â

Â

Once the â€œGenerate Invoiceâ€ has been clicked, the Invoices are shared with them automatically on their registered emails (as soon as the Invoices are generated), as well as these are also available to be downloaded by anyone, from the BMS and can be shared again with the agents offline as well, if required.

Â

Additionally, these invoices are shown to the agent on Travclan.com under the Bookings tab.

Â

Invoice Generation

Â

Invoices are generated only when all the 3 conditions are met-Â

Â

Booking is Confirmed
Cost is Filled
When KYC is done

Generation of Invoices in PDF format

Â

Mandatory details required from the BMS in the Invoice PDF -Â

Â

Organisation name
Organisation Address
GST No.

Invoices with errors

Â

Incorrect Invoices are generated in the following case -Â

Â

When the Cost is changed - The Invoice generated is incorrect as it will use the cost that was filled the first time. Hence, It will show incorrect Service charges and GST. Therefore, the cost of any booking should NOT be changed at all.

Thus, it is essential for the agents to get their KYC done in order to get the Invoice, and the Cost should NOT be changed to get the correct Invoice.

Â

When to ask for Manual Invoices?

Â

In the following cases manual invoices will be provided by the finance:

The financials in the invoice generated from BMS are incorrect.
In the case of Cozive Bookings.

Â

If the system shows Server Error (500) when you try to generate the invoice, reach out to Vaibhav/Jaskaran

Invoice

Suspense Entries	All the Suspense entries must be cleared by next working day
	BANK
	POC
	Kotak Mahindra Bank
	Muskan Mendiratta
	DBS-2824
	Muskan Mendiratta
	CASHFREE PAYMENTS INDIA PRIVATE LIMITED
	Shyla
	Razorpay Software Private Limited-Partners
	Shyla
	HSBC Bank
	Rishita Gaba
	Karbon Card
	Manish
	Miscellaneous
	Varun/ Manish
	In case any suspense entries are not cleared by Next day, the list of all pending suspense should be shared on the Mail.Mail to Varun & keep respective persons in ccSubject Line - Suspense Pending
How to generate	Please follow the following steps:
	Go to Bookings/ Flight Bookings on BMSÂ
	Search using Booking ID/ PNR
	Scroll right
	Click onÂ generateÂ invoice
	Check if the details are correct
	If the details are correct, tick on "Above mentioned details are correct and verified" and then generate invoice.Â
	If the details are not correct, ask finance team for manual invoice.
	Then you need to refresh the first page (BMS) and download the invoice.Â
	ONCE THE INVOICES ARE GENERATED ON BMS, THE AGENT CAN DOWNLOAD IT DIRECTLY FROM THE PORTAL AS WELL
	Â

In the following cases manual invoices will be provided by the finance team:

The financials in the invoice generated from BMS are incorrect

If the system shows Server Error (500) when you try to generate the invoice

In case of Cozive Bookings

Whom do you ask for the invoices?

In the first two cases : Mallika / Gauri

In the third case (cozive bookings) :Â Mallika

When to ask for i Â

While handling the Emails of invoice@travclan.com its a most asked question.Â

So the steps for here are mentioned below - :Â

Copy the email address / phone number of that particular agent or organization

Open the LMS portal and open â€œMembersâ€ tab, then search for particular ID

.

Â

Open Serial ID from there and you will find the Organization ID there

Copy that Organization ID from there and paste the same in â€œ Inputâ€ sheet of this google sheet Booking ledger generatorÂ

Fill the form attached there and you will get the Ledger from there

Copy that output sheet to Blank Excel file

Mail that sheet to concerned agent

Â

How to send an i Link for the invoices will be there in that excel sheet and the agent will download it by self.

Most of the invoices are present on LMS but some entries are recorded manually on tally.

Here are the steps to send invoice using Tally

Steps till getting of Organization Id from LMS is same

Go to Tally Prime

Login into TRAVCLAN PRIVATE LTD. in ID 77777

Login using your own Credentials being granted by Manish/Varun

Just follow D-A-L steps for opening Ledger

D for Display more Reports

A for Accounts Statements

L for Ledgers

Press fn+F2 for filtering out invoice date and you will get invoice for that particular period

Now search for that booking id using Alt+fn+f12 and put format as shown in imageÂ

-VoucherÂ having Voucher Number containing Paste booking ID here

Press end of listÂ

Â

Entry will be opened , Then press Enter until transaction got saved

How to send part

Check whether T	Steps to checkÂ We have to check if the amount is received for? Â For FlightsÂ Other than flight bookings like Packages, Cruise, Hotels etc.Â After checking the respective streams login to Travclan.com from the respective accounts by taking their access from Gauri / Varun After Login, Go to wallet section and check the amount and transactions using Date / Reference Number Then, Confirm on the mail regarding whether payment has been received or not.																																
Check whether T	Steps to checkÂ We have to check it for two different streamsÂ For FlightsÂ Other than flight bookings like Packages, Cruise Hotels etc.Â After checking the respective streams login to Travclan.com from the respective accounts by taking their access from Gauri / Varun After Login, Go to wallets part and check the amount and transactions using Date / Reference Number Then, Confirm on the mail regarding whether payment has been claimed for the booking(s) or not. In case extra payment has been received, payout request is to be created and amount to be refunded to the concerned person.																																
LEDGER	In order to download the Ledger for your wallet transactions, please follow the given steps: Login onÂ www.travclan.com Go to the Wallet Tab Click on Filter or Download option Choose the time period for which the ledger has to be downloaded 5. Click on Download CSV 6. Youâ€™ll receive the CSV file on your registered email IDÂ																																
INVOICE DOWNL	Hi Travel Partner In order to download the invoices from the portal, please follow the given Login onÂ www.travclan.com Go to the Finance Tab Then click on "Bookings" 4. You will a																																

TravClan operates as a group with multiple entities aimed at streamlining operations and reducing costs associated with cross-border transactions. The key entities include:

TravClan Technology India Pvt Ltd:

Â Â - Registered under the Company's Act 2013 in India.

Â Â - Primarily handles operations related to the Indian market.

TravClan Global Services Pte Ltd:

Â Â - Based in Singapore, serving as the parent company.

Â Â - Facilitates efficient cross-border transactions due to Singapore's developed financial infrastructure.

Â Â - Manages transactions involving various currencies including SGD and USD.

TravClan USA Corp:

Â Â - Recently established entity in the USA.

Â Â - Enhances operational capabilities in the American market, leveraging a developed financial ecosystem.

Operational Structure:

TravClan optimizes its operations by strategically positioning entities in different jurisdictions. This setup minimizes costs and operational hurdles associated with cross-border transactions, which are often cumbersome and expensive when conducted solely from India.

Transaction Flow Example:

An example of our transaction flow involves the sale of a Vietnam travel package:

- TravClan Global Services Pte Ltd (Singapore) procures hotels and packages.

- These are sold to TravClan Technology India Pvt Ltd (India).

- TravClan India subsequently distributes these packages to agents.

Recording Methodology:

TravClan maintains a meticulous accounting system to ensure transparency and accuracy in financial records. The approach revolves around understanding the origins and purposes of funds:

Inward Transactions: We focus on identifying the source ("where") and purpose ("why") of funds received. For instance, funds arriving in Singapore accounts are classified based on their origin and intended use.

Â Outward Transactions: Similarly, outward transactions are categorized based on the recipient ("to whom") and the purpose ("why") of the funds being transferred.

Understanding Tr This structured approach allows us to maintain clear records of end-to-end transactions across our entities. It ensures compliance with regulatory requirements and facilitates efficient financial management across borders.

Journal Entries fc We will refer to thisÂ https://docs.google.com/spreadsheets/d/1hlIHL0GjO-I1NCevNzncYUMGkrOJoDSXmBd2BH7rVLw/edit?gid=1194130321#gid=1194130321

Simply, payment gateway is a company helping to collect payment from your customer using card, netbanking, UPI etc. Other than the normal NEFT / RTGS / IMPS, payment gateway provides additional method of payment collection. Also Payment Gateway majorly, facilitates in collection of money on websites, e-commerce platforms etc.Technically,A payment gateway is a merchant service provided by an e-commerce application service provider that authorizes credit card or direct payments processing for e-businesses, online retailers.The payment gateway may be provided by a bank t

Payment Gateway functions in TravClan

TravClan uses payment Gateway services for two different collections -Â

b2b collections

b2b2c collections.

In both the Cases, there are 3 major activities which are to be done on a daily Basis

Managing PG related queries and getting it resolved with due coordination with PG Partner.

Getting Payment Gateways Activated (only in case of b2b2c collections)

Daily Reconcilations

Managing Chargebacks / Disputes

Currently we are working with 2 different Payment Gateway companies.

For B2b collections

Razorpay

Cashfree

For b2b2c collections

Razorpay (Partner Model)

....Only for Understanding purposes

How Payment Gateways Operates:

The payment gateway is a key component of the electronic payment processing system, as it is the front-end technology responsible for sending customer information to the merchant acquiring bank, where the transaction is then processed.

Payment gateway technologies are always evolving to reflect new consumer tastes and technical capacities. In the past, terminals would accept credit cards using magnetic strips, which would require paper signatures from the customer. With the development of chip technologies, the signature phase could be removed in favor of a personal identification number (PIN) entered directly into the payment gateway. Today, contact less purchases are also available, with many customers now using their phones as a payment device instead of plastic credit cards.

Benefits of Payment Gateway to users:

Any business that collects online payment or accepts credit/ debit card payments, needs an online Payment Gateway. Itâ€™s important to research and find the correct payment gateway provider that fits your unique needs. A payment gateway should offer numerous benefits, namely, quick settlement of payments, the hassle-free flow of transactions, and a superb overall experience every time. So, what more is there to look for in a Payment Gateway?

Security:Â Â A secure transaction is a first and foremost need for any business that collects payments online. Customers must trust in the transaction and that their personal and financial information will be safe while online transacting. It should ensure the security of the information a customer put in.Â Such a service should be compliant with PCI standards.Â

Customer experience:Â A payment gateway should provide unique and swift payment processing and payment customization. It should be mobile optimized, secure and convenient which will provide customers with a seamless shopping experience.Â

Worldwide Payment Acceptance:Â We live and work in a global market. A payment gateway should support multi-currency transactionsÂ Â

Merchant Onboarding:Â A payment gateway should provide the quickest merchant onboarding, as online transactions are a primary need in todayâ€™s world. The processing and setup fees and rates should fit in the merchantâ€™s budget.

Payment Options:Â Last but definitely not the least, a payment gateway should offer multiple payment options. A customer should be able to choose a payment method he/she is most comfortable with, be it Credit/Debit Cards, Netbanking, Mobile Wallets, UPI or any other.

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What Is a Payme Â

Different charges for our website and Travclan.com. These are specified as below:

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Money Via Website

CP- This is the payment which agent do using PAY SAFELY on the website.

BP- This is the payment which agent pay for booking packages directly.

Travcollect- This is the mode of payment when agent use collect money method to generate link and get payments.

Â

Money Via Travclan.com

Add Money- This is the mode of payment when agent go to travclan.com and pay using add to wallet method.

Flow of Amount | DBS- This method is used when agent want to pay using NEFT, IMPs. TravClan provide virtual Account to these transactions.

Whenever a Agent wants PG to be activated, the following steps shall be followed:-

Agent reaches out to ACM for Payment Gateway.

ACM needs to check the following things:-

Agent has provided with adequate documents required for payment Gateway

Agent has paid for the Membership plan. The order for the same has been created on the organization page and amount is claimed. (i,e. order is marked as "paid") ----> If not, reach out to Astha / Muskan to get it claimed.

ACM will check that his website is live and all the requisite details are mentioned -

About Us

Terms and Conditions

Contact Details

Post this, If all the above 3 mentioned are true, then the following member activity must be marked:-Campaign : Saas Payment GatewayActivity : SaaS PG - Docs Pending

Action Item on Finace

The following steps shall be followed by finance (Shyla / Binny)

Keep track of member activity Activity :SaaS PG - Docs Pending using the PG Dashboard 2.0

Check whether

order is claimed / marked paid

Website is Live

Adequate Documents are available.

In case all of 3 are available, Mark the following Member ActivityCampaign : Saas Payment GatewayActivity : SaaS PG - Docs Approved

In case any of 3 is Missing, Shyla / Binny will mark the following Member Activity & write the rason for rejection in DetailCampaign : Saas Payment GatewayActivity : SaaS PG - Docs Reject

Once the PG is Approved (internally) then the documents must be sent to Razorpay for account Activation.

Macro Steps in PG

Steps

Member Activity for Tracking

Agent Asks PGÂ

SaaS PG - Docs Pending

Finance Checks & Finance has Approved PG Docs(Rzp can still reject)

SaaS PG -Docs Approved

Finance sends the Docs to Razorpay for PG Activation

SaaS PG - Docs Sent

Payment Gatewa

Finance will do PG activation:

Open razorpay partner dashboard , go to affiliate accounts and add Affiliate Accounts .

Add account name and common email address partner.payment+<membercode>@travclan.com.By sending invite this Merchant is created.

3.Click on the switch tabÂ and a particular dashboard of the merchant will get opened

KYC form need to be filled for the particular member.

Now fill the tab contact information, with contact number(9319089909 mohsin)Â and contact name.

Business overview where business type ,Business Category(Tours and Travel), Sub Category(Tours and Travel Agency), common business description:

We welcome you to travel around the World and we have immense pleasure in taking you to the places wherever you like.

Deals in International /Domestic Ticketing, Visa and International and domestic Flight and tour packages.

Average Order Value : 50k- 1 lakh

How do you wish to accept payments: On my website/app(URL of the website).

Business details like pan no. pan owner name, company pan, CIN followedÂ with address and pin need to be filled from the provided documents.

Bank account details need to be added from the given bank documents by agent.

Always mark My Aadhar is not linked to my number.

Upload all the documents asked for the verification.

Â

All these details are mandatory to submit the KYC form. Then your account will get under review or need clarification.

Account can get directly Active also without any need clarification also.

Then, finance will add details in Travpay, by adding a new merchant.

Will mark activity on Member Page:

Campaign: Payment Gateway

Activity: Saas PG,Docs Received

Campaign: Payment Gateway

Activity: Saas Docs Sent

After creating Affiliate merchant in Razorpay, 3 cases happened:

*Activation

*Need Clarification

*Under Review

If it goes for Need Clarification or Under Review, then Finance will Raise tickets for the same, fill the clarification and try to resolve the issue.

Taking updates on a daily basis and keeping track of the sheet:

Finance will do P

When Keys are Generated in Razorpay, Shyla shall make Payment Gateway live on Agent's website.For this we need to enter few details on our Travpay Portal

1. After logging in Travpay, First Click on add Merchant

2. In order to Create a New merchant, few details needs to be filled

Â We can get all information from LMS and Razorpay

3. After this we need to enter

Razorpay Key ID

Razorpay Secret Key

Razorpay account ID

4. and then click on SAVE

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Details to be fille

Cases where Agent Faces issue:

If Agent faces any issue related to Payment gateway or TravCollect:

ACM will drop a mail to finance@travclan.com, explaining the problem

Finance will mention same issue on sheet:

https://docs.google.com/spreadsheets/d/1Xad5FTNoABRpNXNf3v9u3DDibAEwbYb057YFOIb6Hqo/edit#gid=0

Raise the ticket and give an update to the Agent by mail.Keep track on sheet as well.Generally error takes 6-7 working days to get it resolved.

We can make a channel for this on rocket chat also

Â

URL(Domain) change:

When operation team get to know about domain change and if their pg is live, they need to mail asking for PG documents

Dropping a mail to finance@travclan.com, asking to change the URL.

Finance will raise tickets from Razorpay Dashboard under activation head and get the URL change.

Make necessary changes in Travpay Portal

Â

Cases where Age Â

All the collections happening in Travclan, are to be routed through the wallet. There shall never be any instance wherein the amount received is not credited to the wallet of the USER.Majorly all the collections happen through Payment Gateway & API Linked Virtual bank accounts, wherein each collection is automatically added to the user's wallet, but there shall be certain cases, and instances where the amount is not added to the agent's wallet. In such cases, there is a need of creating of Bank Record.

Bank records are entries that are created to record transactions or add money to a wallet or both. It is a kind of virtual money.

Let's understand in detail more about Bank records and when & how are they created:What are Bank Records?

Bank Records are entries that are created to either Add money to Memberâ€™s wallet or to record any Transactions which has been made to our Bank account but are missed to be recorded in BMS / not posted to the agent's wallet.

Â

Creation of bank records

Â

Step 1:Open LMSâ†'Payment Records - Bank, Payment Gateway, Cashâ†'â€™â€œAdd Bank Recordâ€ on top right corner

Â

Step 2:Â Following screen will appear.Â

Step 3: Add the following information as provided in the picture below. If there is any other type of bank record that needs to be created the ref and description can be changed.

Â

Ref sheet- : BR Process

Step 4: Click on â€˜Add to Walletâ€ â†' SelectÂ â€œOthersâ€ from the drop downâ†' Click on the checkboxâ†'Add to Wallet.

Â

About - Bank Rec Â

Whenever we have to either create a bulk of Bank Records or record any transaction received in our bank Account (Kotak)., We follow a slightly different process in comparison to earlier understood single Bank record creation process. Here, we upload a Bank Statement with all the transactions mentioned in it and the BRs are created automatically.Steps to be followed :Â

Step 1-> Create a Bank Statement in excel with desired outputÂ

Step 2 -> Go to LMS -> Accounts -> Bank StatementsÂ

Step 3 -> Click on Add Bank statements

Step 4 -> Upload the excel and Fill the below feilds and save the page.Â

Â

Â

Creation of Bulk Â

What are the cases where Bank records are made on a day to day basis?

Gift/Sorry Cards: These are the cases where the agent makes a booking and it fails or goes in pending stage and then our flight/hotel team issues it from backend. These cashbacks are given usually to compensate the agent for bad user experience.

Automated Payout > Rejected PR: Whenever an agent creates a withdrawal request, a Payout Request(PR) is created. Due to some reasons, the payour gets rejected. To understand more - Flow when PR's are rejected

Kuber Payments: These are the payments received through Kuber portal from agents. Amounts received through Kuber are to be added manually to the agents and then claimed in the booking.

Kotak Statements: There are a few times when we receive money in Kotak bank account. Kotak statements are uploaded every 7 days and all the debits and credits are marked.

Campaign's Cashback : These campaigns are made for customer acquisition and are credited once/twice in a month as per the policy. Such campaigns are recorded in this sheet - Marketing Cashback process

MiscellaneousÂ / Adhoc Bank Records : There are a few times where we have to create bank records. For eg, Refund received from supplier, mapping cases etc.

The following Notes are to be kept while creating a Bank Record

Bank Record Number of all the Bank Records are to beÂ mentioned in the respective sheets.

Gift/Sorry Cards: Gift/Sorry Card

Rejected PR: Payout Reconciliation > Tab: Rejected PRs

Kuber Payments: Kuber Payments

Urgent 500: Urgent 500

Cashback for membership:Web Subscription 2.0 - Google Sheets > tab - Cashback for membership

Campaign's Cashback - Marketing Cashback process, (Different sheets for different campaigns)

Few Examples wl Other than the sheets defined above, all the Misc / Adhoc bank records created daily need to be tracked on Daily Bank Record Sheet.

Meaning

It is an option given to the customers to pay an amount in small portions throughout a fixed period of time. Â

It is mainly used for agent plans. Â

To opt this, customers are charged 10% extra on the actual rate. Â

They can pay this amount in 3 equal installments after every 3 months. Â

Â

Due date

Installment amountÂ

Today

20%

After 3 monthsÂ

40%

After 6 monthsÂ

40%

Â

There are two plans for which agent can opt with Travaclan

Gold plan

Bronze plan

Â

Charges are as follows:

Â

INTIMATION OF PAYMENT GATEWAY GOING LIVE TO AGENT

This is sent to the Agent as soon their PG goes live and we're done integrating the website and PG through TravPay.

SUBJECT: Your Payment Gateway is live

Hi Travel Partner;Thank you for being a valued partner and trusting our platform over a period of time. We are excited to inform you that your Payment Gateway is activated on your website (website url)

You can now enjoy:

Secure transactions

Expanded customer base

Faster transaction processing

Added convenience

Â

You can start off by making a test transaction of Rs.10 to ensure smooth working of your Payment Gateway.

Should you have any concerns, feel free to reply to this email or contact your account manager.

We appreciate your patience and cooperation.

Â

Thank you

Â

RISK ALERT RESPONSE TO AGENT

Email to Agent about blocked account upon receiving a risk alert/ chargeback on PG.Â ÂÂ

Hi Travel Partner,

We have been made aware of a Risk Alert/chargeback from your account from our partner payment gateway because of which your account has been put on hold.Â If you wish to avoid disruption of TravClan's services, please deposit (Amount) latest by (date , time.)Â

Â

Please deposit the amount in the following bank account:

Name: TravClan Technology India Pvt. Ltd.Account Number: XXXXXXXIFSC: XXXXXXXXPayment source: XX

Transaction details:Â Name: TravieeContact Number: 919084206707Email ID: travieebookings@gmail.comTotal Amount Collected: Rs. 127500Payment Ref No.: 901353864Â Order ID: order_162432283RI243nXEo8DouE3La6hgMHFHDate of transaction: XX

Â

Payment Gatewa Â

When the finance team receives any email regarding payment failures from agents, we need to ensure prompt acknowledgement and analysis of the failure. The templates here are to be used for reverting to such emails.

Â

PAYMENT FAILURE MAILS

Initial response to agent post checking the status of the transaction made on PG

Â

Hi Travel Partner,

We sincerely apologize for the inconvenience caused. As per our payment gateway, the payment failed and wasn't received at our end. The deducted amount will be auto refunded to you within 3 to 5 working days.

Â

<Screenshot of transaction status from PG Dashboard to be attached>

Refund not received by Agent post 5-7 working days (To be sent to Agent)

Hi Team,

We are getting this transaction tracked by our payment gateway on priority. In the meantime, please share your bank statement from (date of the transaction) till today, so we can investigate further.

Â

Refund not received by Agent post 5-7 working days (To be sent to payment gateway, i.e. Cashfree/Razorpay)

Â

Subject Line: Failed Transactions || Amount not credited to Bank Account<>Order ID

Â

Hi Team,

This is in regard to a transaction that was made on (date of the transaction). As per the dashboard, the transaction (transaction Status), but the concerned party hasn't received a refund yet.

Order ID - (can be found on the PG Dashboard)

Attaching the bank statement for your reference.Â

Please advise here on priority.

Â

<Agent's bank statement to be attached>

Payment Failures Â

SOP for Creating	While creating the Adhoc bank records the following things should be kept in mind.
	For All the Bank Records (other than those created on daily basis) to be created there should be an entry in the Daily Bank Record Sheet.
	The person requesting the Bank Record should enter the following details:-
	Date of Creation
	Org ID of the Agent
	Name of the Agent
	Reason for Creating Bank Record
	Amount to be Added in the Wallet
	Poc who mentioned to Create the Bank Record
	Post this, Binny / Shyla / Muskan to check, review & Approve each Bank Record --> Column G
	Post Approval, Binny to Create a Bank Record & fill the Bank Record Number --> Column H. Also, in case there is any ongoing mail chain, the BR number should be mentioned on the same Mail.
	Post creation independent review of Bank Record by - Mallika /
	Additional Notes :
	Binny to independently understand & verify the details of each and every bank record before creation.
	For any Misc. / Adhoc bank record, the BR no. should be mentioned over email too.
	BR's to be approved once a day --> 7 pm.
Kuber Payments	Kuber is a product where we get remittances through the supplier portal. It is basically a way receive remittances from suppliers.
	For now, any payments received from Kuber are not added to the agent's wallet automatically. Therefore, we need to create bank records whenever a payment is captured.
	Process to be followed in case of payment captured through Kuber Portal -
	All the details of payments are automatically captured in the Kuber Payment Sheet.
	For all the successful payments, Bharat, Swati and Abhishek to mention the booking Id in sheet Col. G (Tab - Dashboard)
	After the booking id mentioned, Binny to create a bank record and claim it against the booking mentioned by Bharat. Binny to Specify the BR No.
	For now, TAT for making bank record and claiming in booking is 4 hours from the time of Bharat entering the Booking Id.
	Things to be Checked by Binny before Creating a Bank Record
	Open Razorpay & search the transaction using the payment Id as mentioned in Column F
	Open the Payment Id and Verify all the Details as mentioned the Sheet.
	Once All Details are Verified, update Veried & Checked Status in Column - H
	Check the Status of the Payment in the Razorpay Itself. If it is "Captured", then do update the same in Column - I
	Post both Columns XX & XX are "Yes" & "Captured", please do create a Bank Record & Add the Amount in Respective wallet & Claim the same in the booking.
	Post Creation of Bank Record, update the Bank Record Number in Column - XX & Update Column - XX
	In case of further queries / question, please do reach out to Muskan / Binny

Money Flow

Every User has his unique wallet maintained on the Travclanâ€™s Platform. It is simply a ledger and the amount added can be utilized only on TravClan's Platform or can be withdrawn to bank account.

There are two independent transactions involved in collection of Funds

Money is collected by Travclan from its Users (b2b)

Money is collected by the User from its Customers using their own website powered by Travclan (b2bc)

In both the circumstances, the money is deposited in Travclanâ€™s current Account and is reflected in the Wallet of the User. Currently no escrow account or Nodal account is being maintained by the Travclan.

Adding the Money in the WalletA user can add the money in the wallet in three ways

By simply adding the money in the wallet (travclan.com) using the payment gateway integrated on Travclanâ€™s portal where the merchant for the payment gateway is the Travclan itself

By making an NEFT / RTGS transaction to DBS VAN Account.

By asking its customer to pay any amount using his website. Here the payment gateway integrated with the Userâ€™s website is used where the Merchant is the User and not Travclan

Money Added to any of the Bank Accounts of Travclan. Here the amount is added to wallet manually.

Money collected by generating a manual PG link. Here the amount is added to wallet manually.Â

Utilising the Money / Withdrawal from the WalletA user can withdraw / use the money in the wallet by three different ways:

User can simply withdraw the amount to his bank account

User can use the funds for an travel booking through Travclanâ€™s platform

Understanding T: User can pay Travclan for various services like SaaS Tool, webinars etc.

If Agent faces any issue related to Wallet or Payment gateway or TravCollect:

ACM will reach out to Shyla / Binny, explaining the issue. It would be easier if we have image / video of the issue faced by the travel agent.

In case the issue is not resolved immediately, the following steps shall be followed:-

Binny / Shyla will mention the issue in this sheethttps://docs.google.com/spreadsheets/d/1DT-aL5BNfRB0PxgOQU5-8hRN1qQu2H-ovgDHlZuMnHl/edit#gid=0

ACMs can Open this Sheet, & track their Issue and get updates from the Sheet itself.

Internal Queries Any Issue related to payment gateway, please do redirect the Mail to pg@travclan.com

A. CashfreeTo Coordinate with Cashfree - Arjun, Following SoP shall be followed:

For Each Individual Issue, a new Mail thread shall be created with Cashfree

Each Mail should be directed to

care@cashfree.comÂ

bryan.m@cashfree.com

arjun.patel@cashfree.com (cc)

Additionally cc to following Email Ids.

Anurag

Varun

wallet@travclan.com

Each Mail should contain a unique reference number which can be fetched from the PG Issues <> Internal. This is to track each mail independently.

Â

B. Razorpay

For Payout related queries please write to :Â x.support@razorpay.com

For Payment Gateway & Smart collect related queries please write to :Â support.enterprise@razorpay.com

For Payment Gateway & Smart collect Tech related issues please write to :Â enterprise-tech@razorpay.com

For settlement related queries please reach out to:Â support.enterprise@razorpay.com

POCs :

client-success-partner@razorpay.com - to

akansha.rajput@razorpay.comÂ - to

ripul.goel@razorpay.com - cc

Â

C. PayU

For any refund, transaction status, settlement and other non-technical issue, please contactÂ care@payu.in

For any technical issue, please contactÂ production.support@payu.in

For chargeback related query, please contactÂ payu-chargeback@payu.in

For any integration issue please contactÂ integration@payu.in

POCs :Â

mohammad.iman@payu.in, - to

 shivam.shukla@payu.in - cc

prashanto.ghosh@payu.in, (not looking after TC anymore)

D. Razorpay Partner

If you'd like to check the status of your payment or refund, please visit: https://razorpay.com/support/#refundIf you are an existing client, you may login to your Razorpay dashboard and use the Help & Support section to get in touch with us. Login here:Â https://dashboard.razorpay.com/#/access/signinIf you require any other assistance, kindly reach us atÂ https://razorpay.com/support/#request

POCs :

mohit.dua@razorpay.com - to

akshay.seth@razorpay.com - cc, if required

E. NTT/ATOM :

POCs :

ndps.helpdesk@nttdata.com - to

Shahid11.Ahmad@nttdata.com - cc

Vivek.Taneja@nttdata.com - if required

suyog.lokhande@nttdata.com - if required

kalpesh.bhalia@nttdata.com - if required

Â

E. Zaakpay :

POCs :

pg.support@mobikwik.com - to

inder.singh@zaakpay.com - toÂ

Coordinating wit

Email Communic | Thank you

INTIMATION OF PAYMENT GATEWAY GOING LIVE TO AGENTThis is sent to the Agent as soon their PG goes live and weâ€™re done integrating the website and PG through TravPay.

SUBJECT: Your Payment Gateway is live

Hi Travel Partner;Thank you for being a valued partner and trusting our platform over a period of time. We are excited to inform you that your Payment Gateway is activated on your websiteÂ (website url)

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Faster transaction processing

Added convenience

You can start off by making a test transaction of Rs.10 to ensure smooth working of your Payment Gateway.

Should you have any concerns, feel free to reply to this email or contact your account manager.

We appreciate your patience and cooperation.

Email Communic | Understanding Chargebacks

A. Risk Alert Mail to Agent

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RISK ALERT RESPONSE TO AGENTEmail to Agent about blocked account upon receiving a risk alert/ chargeback on PG.

Hi Travel Partner,

We have been made aware of a Risk Alert/chargeback from your account from our partner payment gateway because of which your account has been put on hold. If you wish to avoid disruption of TravClanâ€™s services, please deposit (Amount) latest by (date , time.)

Please deposit the amount in the following bank account:

Name: TravClan Technology India Pvt. Ltd.Account Number: XXXXXXXIFSC: DBSSDIN0811

Payment source: XXTransaction details: Name: TravieeContact Number: 919084206707Email ID: travieebookings@gmail.comTotal Amount Collected: Rs. 127500Payment Ref No.: 901353864 Order ID: order_162432283RI243nXEo8DouE3La6hgMHFHDate of transaction: XX

Email Communic

Course of actionÂ -Â

Â 1.Â Check and take action on all mails received for disputes, super important - PalakhÂ 2.Â Identify the agent and update on google sheet, forward to a common email groupÂ Â Â Â Â Â Â Fastaction@travclan.com (For agent only)Â Â Â Â Â Â Â dispute-check@travclan.comÂ (for PG)

Â Â Â Â Fill the form: Form Link (Palakh)Â 3.Â Inform everyone in this channel through slack, mail and even personally regarding each and every case - PalakhÂ 4.Â Once received,Â BLOCK THE AGENT and update on LMS - SimarpreetÂ Â Â Â Â Â Â Â Â Â Campaign : 37-Chargeback RequestÂ Â Â Â Â Â Â Â Â Â Â Â Â Â Activity :Â Â Â Â Â 72-Chargeback Request - Received

Â Â Â Â Â Â Â Â Â Â Â Â Â Â Â

Â 5.Â Check the nature of transactions and agent history - PalakhÂ 6.Â Check the potential of receiving more chargeback requests from that agent (see the number of transactions done through cc, number of unique cc used) - Palakh

7.Â Reach out to the agent and ask him to deposit, update over LMS - SimarpreetÂ 8.Â Send mail to the agent withÂ fastaction@travclan.com in cc - SimarpreetÂ 9.Â If he deposits, unblock. - Simarpreet10. If he doesn't deposit, threaten to cancel flight bookings - Simarpreet11. If he deposits, unblock. - Simarpreet12. If he doesn't deposit, take a subjective call and cancel the bookings. - Simarpreet/Varun/ArunAdditional important points :

Ensure that no payout request is processed, all refunds are blocked, payments on website are blocked. = Form Flow to be defined: Form Link

Order is created to hold the amount

Don't be emotional, take swift action and protect all losses

Be aware of all the above actions and the status of all specific cases.

Â - Money Track to be Defined

SoP to be follow | - Amount block / release flow to be defined

Users / Agents are provided access to add money in wallet through IMPS / NEFT.We have APIs linked with DBS Bank Account wherein every User / Travel Agent is provided with a unique Virtual Bank Account Number.Â Each unique bank account is linked with the unique organization Id of the BMS.Lets take a example to understand in Detail -Â

A/c No - 92502000003049 is linked with Org Id - 3049

The initial digits of the bank acount are same for each virtual account Number. DBS gets to know that the money is of TravClan from the initial digits.How to check, that the amount paid in DBS is added to the wallet or Not?

These payments are not routed through travpay.

Everytime amount is received in DBS, a mail is received to Chirag. The mail is auto forwarded by Chirag to wallet@travclan.com Such mail is a preliminary proof that, amount has been received.

Reach out to Simarpreet / Aashima to Check whither the amount is received in bank or Not.

Once the confirmation is received (i.e amount is received in Bank + Mails is received), check whether the issue is for other transactions too. Ask agent if it s urgent (for a flight booking or a hotel Booking)

In cases of urgent scenarios get the amount added in to the wallet & monitor the wallet to ensure the amount is not added twice.

Follow the Adhoc Bank record addition process.

Inform the agent on mail & call that we have added amount in your wallet. In case it gets added twice we shall be blocking the same from your wallet.Send a Mail to DBS along with the SS & bank account details specifying that the amount is not received.Â --> Call Tarush, +919811500930, tarushmehra@dbs.com.Â Reach out to the bank in following scenarios:-

Mail is received, Amount is received in Bank but is not added to wallet --> Its been 30-45 mins

Understanding D | Agent has shared the proof of succesful payment and its been 2-3 hours, the payment is not reflecting in bank nor mail

	A unique wallet is maintained for all the travel agents. The amount from agent's wallet can be utilized for 2/3 purposes:-																						
	Amount being claimed in the Booking - Either by Agent / Internal Team Member (Everyone can do)																						
	Creation of Withdrawal Request																						
	Claiming the amount using Actual Payment / Orders																						
	We shall need to monitor all the PRs that are created manually.Â																						
	Other than the cases,																						
	Where the amount is to be withdrawn																						
	Organization Mapping Cases, No PR shall be manually created.																						
Payouts from Wa Â	We are not creating Random PRs...Case 1If excess amount is refunded to agent's wallet- In such scenario, the excess amount should be claimed in the existing booking itselfCase 2For claim of any amount, which is revenue in NatureÂ - In such scenario, the Actual Payment shall be createdCase 3Block of TCS from TEBPR walletYou can refer thishttp://wiki.travclan.com/books/c-m																						
	Few a times, payment is Collected through Non Payment Gateway / Non DBS VAN																						
	> Kotak Bank Account - BRs will be processed Weekly (every Friday)																						
	> Refunds against International Payments (HSBC) - BRs will be processed Bi -Weekly (Tuesday & Friday)																						
	> Refunds in Credit Cards - BRs will be processed Bi- Weekly (Tuesday & Friday)Â																						
Bank Records for	> OCBC Bank Account (Singapore) - BRs will be processed Monthly (2nd date of every month for the previous month)Â																						
	All wallet/ PG related issues can be tracked internally using Robinhood.																						
	The following process will be processed to create and maintain tickets on Robinhood.																						
	1. Any PF/wallet query that cannot be resolved immediately should be tracked on Robinhood by creating a new ticket.Â																						
	2. Some examples of queries that need to be recorded are:																						
	a. Amount failed at PG but deducted from customer's bank account.																						
	b. Transaction not found on the PG dashboard/ Travpay.																						
	c. Amount successful at PG but not added to the wallet and 'push to wallet' option is not available.																						
	Â																						
	Process:																						
	1. Open Robinhood.																						
	2. To add a ticket, click on 'Open Close Requests'.																						
	3. Click on 'Add Request'.																						
	Â																						
	4. Add the details mentioned below and submit the form.																						
	Â																						
	5. Maintaining/ Monitoring tickets (MOST IMPORTANT).																						
	All the tickets need to be monitored and updated once in 2 days (this can be done by updating remarks in the Internal remarks section) and follow ups should be taken wherever required. Please refer to the screenshot above to understand an example of how internal remarks are to be updated, so anyone can see the latest update on a particular query by opening the ticket.																						
	Â																						
	Â																						
	Â																						
	Â																						
	Â																						
Robinhood- Inter	Â																						
	In order to carry out/ accept international payments, our agents can get international PG enabled on their website.																						
	Â																						
	Procedure:1. Upon receiving an internal payment gateway request an agent (through email/ call), Finance shall update the tracker.																						
	2. The questionnaire (find template here) needs to be sent to the agent over email.																						
	3. Once the agent shares their responses to the questions, Finance shall go ahead and apply for the International PG on Razorpay Partner's merchant dashboard.																						
	In the respective merchant's dashboard, click on 'Settings' in the left panel, go to 'Payment Methods', 'International Payments' and click on 'Request'.																						
	4. Once applied, the same needs to be shared with Stephen for quick action.Â																						
	5. Tracker to be updated and regular follow ups to be taken from the Payment gateway.																						
International Pay	5. Once live, the same to be communicated to the agent over email.																						

We do collect Apx 2.5 Cr+ on a daily basis through Payment Gateways. We need to ensure that the amount that we were supposed to collect is correctly credited to the bank account & wallet of the user.

Things to Ensure

Amount Collected is correctly added to correct wallet of the user, Net of Travclan Service Charges

All the Payment Gateways, settle collect Amount to Bank Account (Net of their Respective charges as per the Agreed Commercials)

Lets understand with an Example,

Particulars

Amount (in Rs)

Group

P&L or B/S Item

Customer wants to pay (A)

100.00

Â

Â

Add : Travclan Service Charges on CC @1.5% (B)

1.50

Â

Â

Amount Paid by the Customer (C) = (A+B)

101.50

Â

Â

Â

Â

Â

Â

Amount Collected by Payment Gateway (C)

101.50

Â

Â

Less : PG Charges (inc Tax) @ (1.7% + Tax on CC) (D)

2.04

Â

Â

Amount Payment Gateway is Suppose to Settle TravClan (E) = (C)-(D)

99.46

Â

Â

Daily Reconciliation

Daily PG Account All the PGs Reco Sheet will be Tracked from this Master Reco Sheet.No Sheet to Contain Data Older than 1 Month. Every Month, Static Backup Data to be Taken & Shared on Mail / Stored in Drive

	Payments can be of different types. On a daily basis, the following types of payments are done from bank.Â
	1. Supplier Payments: Supplier payments can also be bifurcated in the following parts :
	a) Domestic Payments
	Supplier payments are made when we book hotels and packages for our agents. Supplier payments are further bifurcated into the following:
	Vendor payment - When a booking is done with a single vendor/ supplier for a particular trip.
	DMC payments - When bookings are done with multiple vendors/suppliers for a particular trip i.e. when within a single trip multiple hotels are booked, or hotel plus sightseeing plus transfers are booked
	Domestic payments are done in 2 batches every day.Â
	b) International paymentsÂ
	International Remittances are when we have to pay a supplier who is outside India. These are done in 2 batches (Morning and Evening)
	International transfers can be done using SWIFT (Through Bank) / through cards/ through other platforms (Nium, Taazapay)
	Â
	2. Portal Recharges
	We also make bookings from various portal. We have to recharge these portals on timely basis to prevent bookings from failing. These recharges are processed along with domestic payments in 2 batches.Â We refer sheet for all the recharges. 3. Agent Refunds / PayoutsSometimes we need to process refunds/payouts to agents. These are done in the evening batch.NOTE : Detailed Payment timing is mentioned in the next Page.Â
	Â
	Â
	Â
	Â
A. Types of paym	Â
	PAYMENT PROCESS:
	The Process for Supplier Payment begin with BMS.
	1 - Supply Team, after finalizing the amount, makes a release request by clicking on Add Release Request.
	For Supplier Payment, this release request is made according to the Supplier Payment terms (i.e., the intervals or the conditions according to which the Supplier asks for the Payment). It is usually made by the supply team.
	Â ACMs then Select the booking and Enter the Amount to be transferred and select Transfer to BANK ACCOUNT.
	After this step, a Release Request is made which is then ready for the Payment.
	Â
	Â
	2- After the Release Request is made, Finance checks the overall booking/refund information (Correct Invoice, BuyerKYC, Amount if pending, etc). Once the Release Request is verified, Finance then checks the Supplier Payment Policy for Supplier Payment and the CMS sheet for the transaction is created.
	Link to the sheet - https://docs.google.com/spreadsheets/d/1PB2C9n6Iopj468ltQF4j1uLCPmNRww8d0XJNkV1kqHA/edit#gid=1645886606
	Â
	3- After the CMS excel sheet has been made,Finance then verifies the Bank Account details of the User and upload the Payment sheet/ Direct Payment (if single payment) on the Bankâ€™s Portal.
	4- After the payment is uploaded and Authorized by Finance, Release Requests are closed with respective Payment Proofs.
	Â
	Â
	Â
C. Process	Â

Remittance

The process of payment where we pay the supplier in USD (International Supplier) is called Remittance.

Now since we have received the amount in INR and are transferring in USD, we consider the Rate of Exchange , Release Requests of the bookings and the required documents to process this remittance.

Documents Required-Â

Pre Remittance

Â Merged Invoices of the bookings

15CA + A2 form

TCS Declaration

Post Remittance

Swift Copy

Payment Advice

GST Advice

These documents are stored in driveÂ - https://drive.google.com/drive/u/0/folders/1QMsx9fRJvLh4M4BJehLRge7R13z_Kszf

Statement of Accounts (SOA)-Â

Statement of Account is the account of all the bookings along with the amount paid or to be paid to the Supplier in future.We keep a track of all the bookings along with it's respective Supplier in the form of SOAs.

After any such remittance, we generally share the SOA to the supplier in order to keep the account and updates transparent.

Â

ProcessThe Process is similar to the INR process. We create the Release Request, but instead of creating the CMS sheet, we directly upload the payment along with the Documents on the Bank Portal. Once the payment is authorised, we send the Payment proofs to Bank Authority as well as the Supplier via Mail.

Then once all the post remittance documents are received, we close the respective Release request.

B. In FX- About a Â

To Get the Payments Done, One needs to Create RR of the Same. Discuss the exceptions with Khusbhu and AashimaThe following checks are to be Done before Creating an RR. A RR shall be rejected, if the following checks are Not Done. Rejection of RR means - payment Not being Done

Release Request (RR) on LMS for the particular vendor/ supplier to whom payment has to be made on that day.

RR should be created of the amount for which the payment is Made

The Release Request is created based on the Supplier Payment terms as agreed upon in the Supplier Agreement.

Invoice should be attached in the BMS

Cost in BMS should be Matched with Seller Invoice

Correct Bank Account Details should be filled in the Org Page of the Vendor of whom the RR is Created

No Payment can be made from bank without RR

1. Payment timing -Generally Payments are done in 2 batches

Â

Domestic PaymentsMorning Batch

Remittances Morning Batch

International PaymentsVCC + Cards

Domestic PaymentsEvening Batch

Remittances Evening Batch

Withdrawal Requests / Payouts

RR Creation(Holidays / Business / Finance Team) + Forms for Recharges

Upto 10:00 AM

Upto 10:30 AM

Upto 11:00 AM

Upto 04:30 PM

Upto 06:30 PM

PRs Created upto 06:00 P.M.

Payments Initiate

10:30 A.M. - 11:00 A.M.

11:00 A.M. - 12:00 Noon

12:15 P.M. - 13:00 P.M.

05:00 P.M. - 06:00 P.M

06:00 P.M. - 07:00 P.M.

07:00 P.M. - 08:00 P.M.

Payments Approve

11:00 A.M. - 11:15 A.M.

11:30 A.M. - 12:30 A.M.

13:00 P.M. - 13:30 P.M.

06:30 P.M. - 07:00 P.M.

07:00 P.M. - 08:00 P.M.

N/A

RR / PR Closure

Till 12:00(Anusha)

Â

Till 14:00 for NIUMTill 17:00 for Tazapay (Khushbu)

Â

Till 6:30(Anusha)

Till 08:00(Khushbu)

B. Processing Pay

Agents / User create withdraw requests on Travclan.com. These payouts are auto processed to the bank account of the User. The payouts are processed using, RazorpayX (a tool for processing payouts using API). The payouts are processed to the bank account validated in the BMS.Ideal Flow

User / Agent provides bank account details (either offline through Mail or on travclan.com)

Validation of Bank Account is to be done

Marking Account Active (Active for Payouts) --> For Now, Mohsin to clearly communication when more accounts are to be Made active.

Agent Creates PR, PR is auto processed to agents bank account

In case, PR is rejected, We shall add the money back to wallet and make manual PR & then manully process the amount to the user / agent's bank account. In such cases, we must also communicate to the agent that his PR was rejected due to some technical glitch and it shall be reprocessed to the bank account within 1-2 working days. (Rishita)The following document shall be referred in case of pending payout request.

Reconciliation to be done on daily basis of : (Binny)

Amount deducted from Razorpay X should be equal to Automated PR created & released on daily basis & vice versa.(This means if Rs 100 is debited from Rzp X, there should be corresponding PR released against that particular debit)

Number of debits as per Razorpay X should be equal to Number of PR automated & released.

Reconciliation of Charges on Daily Basis : (No of Bank Account Validated * 3.54) = Charges Charged/ Debited by RazorpayXBifurcation of Amount Debited on Daily Basis should be Shared as per the following Table :

Â

Date

Razorpay X
Â

Â
Â
Â No.Â Â
Â Amt.Â

A.
Opening balance
Â NAÂ
Â xxÂ

Â
Â
Â
Â

B.
Less:
Â
Â

Â
Automated PayoutsÂ
Â xxÂ
Â xxÂ

Â
Bank Account Validation Charges
Â xxÂ

Ideal Flow Autom

Defined here is the process for validation of Bank Account when agent submits the details on TravClan.com

Agent submits bank account details on TC.com

All such requests are fetched on "New Bank Account Data" > Pending BA, after every half hour. Link - New Bank Account Data - Google Sheets

The default status is "pending" andÂ remark is "Your Bank Account Verification May Take up to 24 hours"

Open the link (Org page) provided in col. "J"

Move to section - Organization Bank Account on the Organization page

Follow the steps:Â

Create Fund - Function: Bank details on LMS are sent to Razorpay.

Validate Fund - Function: Razorpay initiates a Penny drop. Razorpay sends one rupee to the bank account provided above to verify its authenticity.

Check Status - Function: Binny matches the Beneficiary name (fetched from Razorpay post penny drop) with the KYC documents provided.

The bank account details shall be approved or rejected basis the following :

Approved if - fetched name "Check status" matches with KYC docs

Rejected when the Bank details fetched is not as per the KYC DocumentsThe following should be kept in Mind while rejecting / approving the bank account

Entity's Bank Account is required in case of Partnership firm / LLP & Company

Â In case of Freelancer, Entity's Bank Account Details are not approved. In case any freelancer shares the entity's bank account details, then business registration proof shall be required.

Update the status on Change Bank Account Page by opening the Account Id - Approved/Rejected.Also the reason for rejection shall be mentioned in the remarks section. We should also mail to the travel agent communicating the reason for rejection.

(The same shall be displayed to the travel agent on travclan.com)Â

Reason for Rejection
Remarks to be Updated

KYC pending (docs received / not Received)

KYC pending. Please get in touch with ACM to get your KYC completed & re-submit the bank account details post KYC Completion.

Registration type not defined

KYC pending. Please get in touch with ACM to get your KYC completed & re-submit the bank account details post KYC Completion.

Name not matching / Wrong IFSC Code

Bank details are incorrect, please submit correct bank account details

Personal account details given by company(Bank Account details not is sync with KYC Docs)

Please fill in company's bank account details. <specify the issue>

Internal requests made by new joinees
Internal request

Validation of Ban

	All the Payout requestÂ / withdraw requests which are made by a travel agent on travclan.com / App are ideally auto paid to users registered bank account.Several times, such payout reuests are rejected or are still in pending status and are not released. All such pending payout requests are fetched in the Sheet - Payout Reconciation Tab - "Rejected PRs"Rishita / Neharika to monitor all such requests on a daily basis. The following steps shall be followed -Â																						
	Rishita / Neharika need to manually check by visting https://x.razorpay.com/, whether the amount has been actually been deducted from the Razorpay Account or Not.In case of Pending PRs, we should ideally reject them and not keep them in Pending Stage.																						
	If no amount has been deducted, send a mail to agent about failureÂ / pending of PR. Mail Template defined below.(ACM/Payments@travclan.com in cc)																						
	Dear Travel Partner Hope this email finds you well.																						
	Â																						
	Your withdrawal request of INR got rejected due to some technical error. Apologies for the inconvenience caused.																						
	We are checking the issue and meanwhile getting your request processed. It will be credited to your account by today's EOD.																						
	Â																						
	Best Regards,																						
	Simultaneously, Vaibhav / Mohsin to check the reason for PR rejection & PR in pending stage.The reason should be specified in the Column N of the sheet.																						
	Post this, Rishita / Neharika shall drop a simple mail to Pranshul / Muskan to create the Bank Record in case of Rejected PRs. We can also continue with a single Mail Chain.Post creation of BRs, BR number to be updated on the Mail & also in the Column G & H of the sheet.																						
	Immediately after creation of Bank Record, a manual Payout request shall be created by Muskan / Aayushi.PR Creation Status to be updated in column I & J of the sheet																						
	Post this normal, (manual pending Payout request process) shall be followedAdditionally Rishita / Neharika should update the date of payment & new Status of the earlier rejected PR, in Column K & L of the Sheet.																						
Flow when PR's a Â																							
	Reconciliation involves matching the transactions recorded by Travclan in the sheet with the statement shared by the bank.- Current balance of the Particular Card should should always match with the current balance in that card at all point of time.																						
Reconciliation of	We need to download / obtain card statements of Each Card on a daily Basis and a daily Reco Mechanism is to be Followed. In any particular day if you are unable to do reco, reach out to your Manager or VarunBoth the balances should match on daily basis.Â Incase of any discrepancy , we need to resolve the same on the same day itself																						
	ICICI Cash rebate slabs																						
	We receive cashback from ICICI every 15 days. Cash rebate is based on the following slabs.																						
	Airlines																						
	Proposed Cash Rebate Offer by ICICI Bank																						
	Air India																						
	0.75% +GST																						
	Qatar																						
	0.60%+GST																						
	Indigo- PC																						
	0.28%+GST																						
	Consolidators / Others																						
	1.80%+GST																						
	Spicejet																						
	0.55%+GST																						
	Air Asia (TMC)																						
	0.50%+GST																						
	Go First																						
	0.75%+GST																						
	International Payment (Foreign currency)																						
Cash rebate	3.00%+GST																						

Â

POCâ€™s for closing release requests: (Remittances & Hotel Payments)

For all the remittances, the person doing the pure Remits needs to close all the Rrâ€™s on the day bankerâ€™s advice is received. All the pUre Remits of the Previous Day should be closed by 4 p.m. on the day advice is received.

For all the hotel payments related release requests, Person creating the release requests will be closing the same within 24 Hours of the payment.

Everyday, we shall create a Report for Pending RRsReport Format

Â
Remit
Â
Non-Remit
Â

Â
No of RRs
Amount
No of RRs
Amount

Older than 2 days
203
4,52,72,470
11
5,88,053

Last 2 Days
128
91,27,337
22
16,87,90,618

Today
9
19,37,279
7
1,10,39,200

Â
Â
Â
Â
Â

Total
Release Requests

	Ideally, Bank Account details should be submitted by agent on travclan.com																								
	When the bank account details are filled manually, internally by the Team member, in such cases the same process shall be validated by Rishita.In absence of Rishita, Binny / Neharika shall validate the bank account Details.The following shall be kept in mind when validating bank account details that are manually filled - Â																								
	In case of International Supplier / having international bank account details, bank account shall be approved by Rishita & Neharika comparing with the Invoice provided by the supplier. This shall be done at the time of doing the remittance.Â																								
	No mail shall be sent to the agent / supplier / user in case of account is rejected in such cases (where bank account details are manually filled).																								
	Here, communication is to be made to the ACM.Â (Flow to be defined)																								
	other than as defined above, Similar process shall be followed as defined here :Â Validation of Bank Account																								
	Â																								
Validation of Ban	Cases where bank account details are Manually Filled :Â 1. International Bank Account Details --> Remittance Supplier																								
	Wherein, the user / agents shares the banking documents on Mail to update the bank account details, we should ask the agent to update the same on travclan.comThe following template should be followed while replying to the Agent :																								
	Hello Travel Partner,Â																								
	Thank you for sharing the details. However, we would request you to submit your bank details on the portal (app/website) in a few simple steps:																								
	Step 1: Go to â€˜Walletâ€™																								
	Step 2: Select â€˜Withdraw Moneyâ€™																								
	Step 3: Click on â€˜Update Bankâ€™																								
	Step 4: Add your bank details (A/C number, IFSC Code, Bank Holder Name) & Submit																								
	We will verify the bank details within 24 hours and the status will be updated in the â€˜Withdraw Moneyâ€™ Section in the portal																								
	In case of any issues or rejection, we will let you know.																								
	To know more, watch this video: UpdateÂ bankÂ details! - YouTube																								
	Â																								
Agent asks to up	Â																								
	Card Payments																								
	All the transactions done from the card need to be monitored on a daily basis.All the transactions done using a card should be recorded in the card sheet in chronological order at the time of Making Payment.Â																								
	Link - Â Card PaymentThe following col's need to be updated in this tab --> Payout Transactions while making a payment:-																								
	Col A- Col H needs to be filled by the person before making the payment																								
	The cardholder needs to ensure, above mentioned columns are filed in the Sheet.																								
	Few things that needs to be followed at the time ofÂ																								
	The person making the payments needs to close the RR the same day and share the proof over the Supplier Mail																								
	In case RR is not made, RRN No should be generated by mentioning a clear reason.																								
Card Payments	FAQs																								

We are using VCC payment mechanism for now to process payments to our international hotel suppliers (Mostly in Thailand, Bali, Indonesia etc). There are various ways of making the payments using VCC and the same is briefed as follows:

1. Â Sharing of Card Details over Email- Under this, we share the card details with our hotel supplier for charging theÂ payment. Format of the same is as follows:

Â Â Â Â Â Â Hi Team,Â Â Â Â Â PFB the details of the card:Â Â Â Â Â Â Card No : XXXX XXXX XXXX XXXXÂ Â Â Â Â Â Vaild thru : XX/XXÂ Â Â Â Â Â Name : Travclan TechnologyÂ .

It should be treated as Card Payments and the same process to be folllowed as per the Card Payments

2. Â CC Authorization Form-Â Under this, we have to fill up a credit card authorization form with all basic details like card details, guest name, check-in check-out details etc. Once all the details are filled, we need to get it signed from the cardholder and share the same with the supplier over email.

3. Payment Link-Â Under this method, we have to make the payment via payment link shared by the supplier. One needs to simply click on the link, fill in the card details and make the payment.

Steps of Processing the Payment (OPS)

For processing the payment, following steps need to be followed:

Upload invoice(s) in BMS.Â

Fill in the cost price in booking financials field.

LoopÂ vccpayment@travclan.com in the supplier mail chain.

Create release request of the payable amount. While creating RR, make sure to mentionÂ #VCCÂ in description. If this is missed, payment will not be processed. Also, for all the urgent payments please mention #URGENT in description as well.

For Dubai link payments, please mention #VCC and #Dubai in the description while creating RR's.

Also, DO NOTÂ create single release request of multiple vendors if their payment date is not same.Â Â

Once this is done, finance will process the payment in 3 batches:

Morning batch-1- For all RR's created till 11:30 AM, payments will be made by 12:30. (This is for Dubai link payments only)

Morning batch-2- For all RR's created till 12:30 AM. Payments will be made by 4:30 PM. (For payments routed through Tazapay)

Evening Batch- For all RR's created till 5:00 PM. Payments will be made by 7:00 PM. (2nd batch is for Dubai link payments only)

Steps of Processing the Payment (Finance)

We need to check the following details before processing the payment-

Invoice(s) is/are uploaded in the BMS.

Cost price is correctly filled in BMS and,

Total of BMS cost should match with the total of cost mentioned in the International- PBO sheet.

Also, cost of particular vendor should match with that vendor's cost in International- PBO sheet.

No amount is pending to be received from the agent and we have sufficient net hold to process the payment.

There is no loss in the booking.

We are making the payment to the supplier as per the decided payment terms.

Release request is created of the correct amount. Check this by multiplying the amount due to the vendor in booking currency and roe mentioned in the booking.

Now, please update the karbon payments sheet with all the required details. (Col A – Col M)

Once all these steps are done, payment can be processed to the supplier.

Post processing the payments, RR's will be closed within 24 hours.

If the same is not done within above mentioned timeline then finance will fill the loss form and the same has been allocated to the person (Person having virtual cards).

Virtual Credit Car Â

Atlys Visa Payment Process

Â

We are processing Visas using Atlys portal and we need to follow the below mentioned process for processing each Visa:

Â Finance needs to maintain a minimum balance of 1 Lakh in atlys portal every morning.

For processing the Visas, Anushree/john or whosoever is processing it from ops team needs to mark that booking confirmed in BMS and booking financials needs to be filled in Booking financials field in BMS of that booking.

Finance needs to do reconciliation on daily basis and in case of any mismatch between visa's processed and booking status the same will be shared with Anushree and John.

These discrepancies needs to be resolved the same day to have a smoother flow around reconciliation.

Post processing the visas, please upload the invoices in BMS.

Never mention 2 booking ID's in the description on Atlys portal as it creates challenges while doing reconciliation. Attaching ss of one such error:

Â

Atlys Visa Payme Â

Process for Group Bookings -Â Form linkFor First Payments:

The amount will be claimed in the booking and the RR will be created with the accurate details and description.Example -Â Release payment to Air Asia INR 50000 via Muskan's card

Card payments - a form must be filledFinance maintains a certain balance on the portal, but thisÂ can only be used for the First payments

For Subsequent Payments:

The amount will be claimed in the booking and the RR will be created with the accurate details and descriptionÂ atleast one day prior to the payment dateÂ Example -Â Release payment to Air Asia INR 50000 via Muskan's card

Card payment - form must be filledÂ atleast one day before payment date

Process For Fligh Finance will add the total amount required for subsequent payments based on the details in the form.Â This amount can only be used for Future Payments.This will be reconciled everyday and any discrepancies should be resolved the next day itself by Flight POC for Group Bookings.Note: Please enter correct details in the form. Form will be rejected and amount shall not be added if the details provided do not match the actual detailsÂ

Below are some things that needs to be checked by the supply team -Â

Timings

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RR shall be made tilÂ

RR will be closed byÂ

Morning BatchÂ

11:30

2:30

Evening Batch

4:30

Â Â Â Â Â Â Â Â Â Â 7:30

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2. RR description - (Description while making the RR - Pay INR __ to ABC) (in old flow)

3.Â Always FORWARD the supplier mail to payments@travclan.com, DO NOT loop in.

4. Checklist to review

In case of unregistered supplier1.Â Cost -> Against every booking Id, the complete cost bifurcation should be mentioned in PBO sheetÂ

Â Â Â Â Â Â Â -> Cost bifurcation should also be mentioned on mail.Â Â Â Â Â Â Â -> Total cost in BMS should match with PBO sheet and mails.Â 2. Forward supplier mails to payments@travclan.com.Â 3. Bank details should be updated and verified in the organisation.4. Payment should be as per payment policy of unregistered supplier.Â

Â Â Â Â Â Â Â Â ->50% at the time of confirmation.Â Â Â Â Â Â Â ->50% 2-3 days before check-in.Â Â Â Â Â Â Â ->If it is not as per payment policy, follow the process of Priority Payments5. Check the check in date mentioned in supplier mail chain and with BMS.6. Check how much we have paid till date from BMS and reconfirm the same from the BMS.

In case of registered supplier1. Cost -> Total cost in BMS should match with invoice.Â

Â Â Â Â Â Â -> In case it's a DMC model booking, bifurcation should be mentioned in PBOÂ Â Â Â Â Â Â Â Â Â Â sheet. (in old flow)

Â Â Â Â Â Â Â Bifurcation can be checked from BMS.

2. Invoice -> Proper tax invoice should be attached on BMS before making the payment.Â

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A. Supplier Paym

Payouts (Withdrawal Request)

There are 3 ways to process the payouts-Â

1. Manual PayoutsÂ

2. Automated Payouts (which gets processed within 15 minutes directly) (Upto 2 lacs)

3. Quick Payouts (Payouts upto 2 Lakhs shall be processed by MANUAL_QUICK_PAYOUT)

Please find below the process of Manual Payouts -Â

All the payouts should be processed within 2 working days.Â Internally we have kept a TAT of 1 working day to process the payouts

All the withdrawal requests created by the agent fetched in a 2 sheets

Below 50,000-Â Â CMS Payments - Generate Sheet - Google Sheets

Above 50,000-Â Â CMS Final - Google Sheets

Â Â Â Â Â Payout Timings -

Â

Upload Time

Approval Time

Closing Time

Evening Batch (For PR's made internally by muskan/aayushi and Above 50k)

4:00 P.M.

5:00 P.M.

6:30 P.M.

Â

However, there are a few exceptions where payouts might get on hold. These are listed below.

We are using aÂ sheetÂ to track all the pending withdrawal requests."TAB - PR Rejected dashboard"

Monitoring Pend

CCM is credit card misuse where agent has added money to TravClan wallet and has withdrawn.

Cases

Email Template

The money was added by the agent using a credit card, and a withdrawal request was made.

Dear Travel PartnerAs we can see you have added money via credit card i.e. INR **** on _____ and this has been withdrawn.This is not allowed as per our terms & conditions.We require proof that you are the cardholder. Failing which we will have to refund the money back to source, and you will have to bear the convenience fee as well.If you are the cardholder, please share the card statement or card image where the last 4 digits and beneficiary name are visible. Rest assured, any sensitive information can be omitted for your privacy.Thanks and regards,

If the agent says that the card being used is someone else's card

Dear Travel PartnerIt is clearly stated on our Portal that "You are allowed to use only your own debit /credit card on www.travclan.com. To collect money from customers, use the collect money feature. Unauthorised use of payment service will lead to forfeiture of funds"image.pngWe are here to support you and hence we shall refund money back to the source or we'll be needing mail from the client along with a few documents-Mail from the customer to you keeping finance@travclan.com in cc.Kindly share the below requested documents for the services rendered :1. Invoice shared w

If the agent says that the card being used is his

Dear Travel Partner We would be requiring a screenshot of the card statement where the cardholder name and this transaction is visible. You can omit details. Regards,

If the agent agrees to proceed further with the withdraw request in source account.

Dear Travel PartnerThanks for providing your confirmation on this. We will process your refund back to your source account within 12 hours and will update you on the same.Feel free to reach out to us in case of any further issues.Regards,

If the amount has been processed to the source account.

Dear Travel PartnerThe refund to the source account has been processed from our end. Please expect this to reflect in the bank account within 3-5 business days.Attaching a proof for your reference.Regards,

If the agent asks to add the amount back to the wallet if the credit card used is not theirs

Dear Travel Partner,

Â

We regret to inform you that we can't process the amount back to the wallet if the credit used is not yours as per our policy.

Â

Please provide the approval to refund the amount back to the source account.

Â

Regards,

If the agent asks to add the amount back to the wallet if they are claiming that card used is theirs

Dear Travel Partner We would be requiring a screenshot of the card statement where the cardholder name and this transaction is visible. You can omit details.

Â

Once the details are verified, we will process the amount back to the wallet within 12 hours.Regards,

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CCM Cases | Â

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Tazapay is a payment aggregator we are currently using to process the payments in Vietnam, Indonesia and Thailand. For processing the payouts via Tazapay, we have to follow the below mentioned process:

These payments will be processed in single batch from monday to friday.Â

All the release requests will be created by destination wise POC by 11:00 AM. No release request created post this will be processed for payment.

Post this, Divyana will check all the release requests and initiate the payments after doing the following checks-

Vendor level cost = Vendor cost in DMC Sheet

Total of DMC sheet= Cost filled in BMS

RR is created of correct amount.

Invoice is of correct amount and is uploaded in BMS. Also the billing address should be correctly filled.

Â Supplier payment policy is being adhered to or not.

Amount is completely received from the agent and there is sufficient net hold in the booking.

Once all the checks are done, Divyana will add the details in tabs Nium payments for payments to be processed via Nium and Â Tazapay Payments & Tazapay Payment Analysis of sheet- VCC<> Payouts

Now, POC from payments will approve these payments by re-checking all the above mentioned details. If all the details are correct, they will approve the payments

Now Tazapay/Nium will process these payouts at their end and share the payment proofs. Once proofs are received, Divyana will close all the release requests.

Once release requests are closed, destination wise POC from PBO can download the proofs and share the same with the suppliers.

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VCC Payments Pr Â

Some frequently asked questions in withdrawal requests -Â 1.Â Add back the amount back to wallet which was added via client's cardSolution: We can't add back the amount to the wallet as it is strictly not allowed to use any third party's card on the Travclan portal directly. Instead of forfeiting the amount , we will refund the amount back to the source.

2. If the agent wants to make a booking of the respective client whose card was used.

Solution:Â We will require the following documents from the agent:- Client confirmation to add the amount back to the Travclan wallet- Transaction proof and card details (last 4 digits and beneficiary details)There will be consequences if the booking is not done under the same client whose card was used.

3. How many days does it takes for refund to reflect in source account?Solution: Generally it takes 5-7 working days for refund to reflect in source account.

4. TAT for automated rejected payouts?

Solution: Automated payouts which are rejected will be processed within 24 hours if it doesn't fall under CCM.

5. Why do we follow CCM protocol?

Solution: As per the RBI guidelines, the credit card should only be used to avail services for the card holder, if any extra amount is collected or any refund is there where booking was made via credit card, the amount will be refunded back to the card holder.Â

If the agent claims they have used their card (whose KYC document is submitted with us), they can send us the credit card image or card statement where last 4 digits and beneficiary name is visible.If it's customer or any other relative card the amount will be refunded back to the source account.

If it's customer who has taken the services on the amount added via credit card, then we can only allow the agent to withdraw if he provides following documents:

Mail from customer on finance@travclan.com along with credit card details allowing agent to withdraw and below documents:1. Invoice shared with customer2. Order confirmation mail sent to the customer3. Proof showing current status of the booking4. Email / Whatsapp conversation with customer

Payout Requests Â

We shall follow the below mentioned SoPs while booking Forex

Offline booking of rates / non-market hours booking of rates - they requires email approval from Arun / Anurag else it goes to next day

Â

Book fx immediately, if

(Average RoE of Booking (excluding convience fees) - Fx available at HSBC Evolve) is positive

Â Difference between (IBR and Price on Fx Evolve) is not more than the agreed markup.Â Â "OR"Â the difference between Buy & Sell rate (on Fx Evolve platform) is near to twice of agreed IBR Markup

In case, there is loss, at the time of booking Fx, the following to be followed

Ask MyForexeye for their suggestion

Every remittance where the Forex loss is more than 10,000rs or 0.3% of amount being remitted (either of the two) requires Arun's approval and you need to inform Arun on email that this happened. 9Reason for fx loss should be also provided)

If the loss is within, 0.3%, please do book

For, Mail to be sent on 1 and 3.2, please keep Varun in cc

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C. Booking Forex Â

Steps to be followed to process remittances on time

We need to update in the remittance check sheet about the list of remittances to be processed on that day by 10:45 AM.

All the details will be updated in Tab - Daily Track- 17th May'23 onwards in the remittance check sheet.

Documents i.e. Invoice, TCS Declaration and 15 CA's will be uploaded in the HSBC Folder by 10:45.

All RR's must be made by 10:45 in order for all remittances to be processed and added to the sheet.

In case, there are more remittances (like more than 10), will give update about the complete transactions by the above-mentioned time in the group and complete the other one's side by side.

Remittances must be approved before 12:00 and documents must be uploaded before 12 as well.

Arushi/Rishita needs to give an update on the status of remittances by 3:30 PM in the HSBC remittances on slack if remittances are not checked by that time, the update needs to be shared again.

In case of any discrepancies, the same needs to be resolved before 4:00 PM by the person who prepared that particular remittance.

Post all the remittances are checked, Fx needs to be booked as per the cut-off timings of currency.

Rishita will be directly in touch with the banks for getting these remittances processed timely.

A. Remittance Pa

Situation

Account Status

Verification Status

Remarks

KYC discrepancy

Please get your KYC completed and re-submit your bank account details.

Company/partnership bank account required

Please update current bank account details of "name of business"

Marked as sole proprietor but no business registration proof provided and bank account details are of firm

Please provide business registration proof or update personal bank account details of "name of the agent"

International bank account

Å #Supplier

BLANK bank account details

Please fill in bank account details for timely processing of your withdrawal requests

Bank Account Va
15 CA

	This process is used for two purposes				
	Urgent Payments - Payments happening in non-Batch Tmings.				
	Payments where RR cannot be Made				
	Many times we inform each other / slack/loop in the mail for urgent payments. There is a possibility that slack/mail can be missed. Hence,				
	For any Urgent Payment the following Form Needs to be filled. - https://bookingfinance.paperform.co/Select Form Type - Urgent / Withour RR Payment				
	The Form responses shall be visible here. https://docs.google.com/spreadsheets/d/1prO95roTyqM0HvyOx2rU0RwXko5hcKrq3E2iqrg8Frk/edit#gid=1477462244 Tab - Urgent / Without RR Payment				
	The urgent payments shall be made within 2 hours of form being filed.All other payments shall be made as per Usual BatchDivyana & Arushi shall be handling the urgent payments from finance.				
	Please Note:-If the form is Not filed properly, the form shall be rejected and the payment shall be delayed.				
	Additionally, this form shall also be used where there is issue in RR creation of full amount. No RR of part amount shall be entertained. Eg - If we need to pay USD 200 but an RR of USD cannot be created in BMS for multiple reasons				
	Less Nethold				
	Tech Issue				
	Seller Not updated				
	In all such cases also please do fill this form. All the recharges shall also be routed through this process itself // All RRns etc				
Urgent Payments	Please reach out to Khusbhu & Varun in case of any doubt / challenge				
	Remittances - Money Being Sent Outside India				
	MorningÅ RRs created and all documents complete upto 10:45 A.M.Payment Timing - 10:50 A.M. to 12:15 A.M.Å				
	EveningRRs created and all documents complete upto 6:00 P.M.Payment Timing - 06:15 P.M. to 07:00 P.M.Å				
	Domestic Payments - Money being Sent to Suppliers based in India				
	MorningÅ RRs created and all checks complete upto 11:30 A.M.Payment Timing - 12:15 A.M. to 1 A.M.Å				
	EveningRRs created and all documents complete upto 04:45 P.M.Payment Timing - 05:00 P.M. to 06:00 P.M.Å				
	Card Payments -RRs created upto 11:30 A.M.Payment Timings - 12:15 A.M. to 1 A.M.				
Payment Types	Recharges - During the time of Domestic Payments				
	Please follow the process mentioned below properly.				
	1 The Person Requiring Card will fill the Card Request Form				
	2 Arun / Chirag will Approve the Card Request Form.3 Post Approval, Simarpreet will Issue the Card on the same day, if the Approval is received by 6 p.m.4 Issue the Card with Limit of Rs 2 lakhs & No of Transactions 99.5 Post Issuing Share the Card Details Over Mail & update the Details on Card Database Sheet6 Also, Simarpreet to get OTP Functionality Active by Coordinating with Eisha. Official Mobile Number & Email Id to be used for OTP. In case someone needs to use some other OTP / Mail --> Approval from Arun / Chirag is required on the same email (Request access one)7 The per				
HSBC Virtual Cre	Also, if any payment is made using this card and you are unable to provide information regarding any transaction, you will be solely responsible for that specific amount.CORP ID - TRAV123Emplyeee Id - XXXXXX				
	For all the payments where Portal/App is being used for doing bookings we need to follow the below mentioned process:				
	An ad hoc amount will be added on the portal/App for starting the business with that particular supplier.				
	Before doing any booking from the portal/App, RR needs to be created by the person doing the booking. RR to be created of Add to Wallet.				
	While creating the RR, following description will be used " Booking Done from Portal/App Name "				
	Anusha will check and close the RR within 1 day of it's creation.				
Supplier Portal P:	This will result in daily reconciliation of payments done and at the Time of Next Top up, Amount can be added to Portal by creating Withdrawal Request from the Wallet Balance Itself.				

1. Payment timing -Generally Payments are done in 2 batches

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Domestic PaymentsMorning Batch

Remittances Morning Batch

International PaymentsVCC + Cards

Domestic PaymentsEvening Batch

Remittances Evening Batch

Withdrawal Requests / Payouts

RR Creation(Holidays / Business / Finance Team) + Forms for RechargesAll things Complete

Upto 10:00 AM

Upto 11 AM

Upto 11:00 AM

Upto 04:30 PM

Upto 06:30 PM

PRs Created upto 06:00 P.M.

Payments Initiate

10:30 A.M. - 11:00 A.M.

11:00 A.M. - 12:00 Noon

12:15 P.M. - 13:00 P.M.

05:00 P.M. - 06:00 P.M

06:00 P.M. - 07:00 P.M.

07:00 P.M. - 08:00 P.M.

Payments Approve

11:00 A.M. - 11:15 A.M.

11:30 A.M. - 12:30 A.M.

13:00 P.M. - 13:30 P.M.

06:30 P.M. - 07:00 P.M.

07:00 P.M. - 08:00 P.M.

N/A

RR / PR Closure

Till 12:00(Anusha)

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Till 14:00 for NIUMTill 17:00 for Tazapay (Khushbu)

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Till 6:30(Anusha)

Till 08:00(Khushbu)

Mail to Vendors

Auto Mailer // Person Creating RR

Remit Team,/ Person Creating RR

Gautam / Person Creating RR

Auto Mailer // Person Creating RR

Remit Team,/ Person Creating RR

N/A

B. Payment Timi

Bank Account De Bank Account Details of Few of the Suppliers can be checked from this Sheethttps://docs.google.com/spreadsheets/d/1X37AfzhmcFctBJ9mDEAnq8SKbP9qdLjC3p5mfIsIIQc/edit?gid=0#gid=0

A travel agent reaches out to an ACM or visits travclan.com to get a booking confirmed. The following flow of creation of booking shall be followed : -

Pending BookingsWhen the agent provides the confirmation to book a package, hotel, flight etc.,Â all such bookings are initially made in the Pending Stage. Bookings in Pending Statge can be made by agent directly (by visiting travclan.com) or by the respective ACM in the BMS. (on agent's behalf). This is the first stage of bookingPost this, all the pending bookings are forwarded to the supply team either for booking confirmation or to mark it as failed (due to non availability / inability to provide confirmation).All such pending bookings should be marked confirmed or failed.Wherever amo

Confirmed BookingsA booking is to be marked as confirmed, when we have received confirmation from supplier, It is irrespective of the amount received. In such cases, full amount is collected / due to be collected and the net payable amount is paid / due to be paid to the supplier.

Supply Team shall make necessary changes to the Sales Amount (i.e Amount in booking currency), correspondingly update the booking financials and mark the booking as confirmed.Also Ideally, Invoices must be asked from the supplier on the date of confirmation itself. We should also track invoices recd or not on a daily post booking confirmation,

As soon as the booking is marked confirmed, supply team shall along with the confirmation send the confirmation mail containing the following details inrespect of that booking

Total Amount

Due Date

Payment Policy

Cancelation Policy

Other Information (if required)

Post dropping a confirmation mail, the booking is passed to PBO (Post Booking Operations) for payment / cancellation monitoring.(Note : In case of any changes in booking, and sales price is getting changed it would result in cost also getting changed. In such cases, every time there is change being made the financials (i.e cost etc) should be updated.

Failed BookingsA booking is to be to be marked as failed where TravClan is unable to provide the confirmation of the required package, hotel, flight etc. In such cases, the supply team shall mark the booking as failed and update the prospective booking financials assuming that the booking would get confirmed.Under failed bookings, in case, any amount has been collected from the agent, the same shall be refunded back to the agent.

Cancelled BookingWhere the booking was confirmed earlier and later gets cancelled, it is to be marked as cancelled bookings.For a cancelled booking , finance shall need to refund the amount back to the agent, net of the TC cancellation fee (if any). We need to ensure, that either no amount is deducted/paid /payable to the supplier / vendor. In case any amt was already paid to supplier / vendor, the same is recevied / credited back to us. (net of cancellation fee).Please read the "Refunds" book in case of better understanding on refunds process.

Other than these, there are 2 more types of booking, wherein the package, hotel, flight is kept on hold by the travel agent. In such cases,We just need to ensure that either righful amount is received by TravClan and the booking is marked as confirmed ORThe booking is marked as released & incase any amount is already paid to the supplier, we need to ensure that rightful amount is either collected back or adjusted from Suppliers SoA.

Hold BookingsAny booking shall be marked as status - hold,Â where the agent shows willingness to confirm the package, hotel but is not confirmed by the agent and rather kept on hold for defined time period. In such cases,either the booking shall be marked as confirmed or released.

confirmed --> In case the agent provides confirmation & expresses to pay for the same

released --> in case the agent withdraws the willingness to confirm or doesnot confirm / respond during the definite period as define above.

Released BookingsThe booking shall be marked as status - released,Â where the package,hotel, flight (booking) was kept on hold, but the agent denied to provide confirmation or withdraw from willingness to confirm.

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Frequently Asked Questions (FAQs)

Different Types o Â

All the bookookings made in BMS are to be bifurcated in the following Manner -Â

Status of Booking

Number of Bookings

Amount (in INR)

Amount (in USD)

% of Total GMV

Pending

XX

XXXXX

XXXX

XX

Confirmed

XX

XXXXX

XXXX

XX

Failed

XX

XXXXX

XXXX

XX

Cancelled

XX

XXXXX

XXXX

XX

Hold

XX

XXXXX

XXXX

XX

Released

XX

XXXXX

XXXX

XX

Additionally the Following Tables Shall also be required for reconcilation of Pending / Hold Bookings of Previous Month,For Pending Bookings -

GMV Calculation

For all the Bookings created and marked under different status, the revenue shall be recognized in the following Manner

Status of booking

Revenue Recognition

Revenue Reversed

Pending bookings at end of Reporting Period

calculated proportionately to the confirmed bookings on the date of creation of booking

Â

Confirmed

Revenue to be calculated as per general procedure on the date of creation of booking

Â

Failed

N/A (in case booking was marked as pending in previous reporting period) -->as revenue is already recognized on the proportionate manner, when booking was pending. In cases, booking is created in current reporting period as is marked failed in the same reporting period, revenue shall be recognized as per the general procedure.

Revenue recognized shall be reversed on the date of booking marked failed

Cancelled

Any service charge collected on cancellation shall be recognized as revenue on the date of cancellation.Also, In case, booking is created in current reporting period and is marked cancelled in the same reporting period, revenue shall be recognized as per the general procedure.

Revenue shall be reversed on the date of booking marked cancelled.

Hold

calculated proportionately as per the confirmed bookings on the date of creation of booking

Â

Released

N/A (in case booking was marked as hold in previous reporting period) -->as revenue is already recognized on the proportionate manner, when booking was on hold. In cases, booking is created in current reporting period as is marked released in the same reporting period, revenue shall be recognized as per the general procedure.

Revenue recognized shall be reversed on the date of booking marked failed

Â

Additionally, Revenue Adjustments for the previous periods shall be done accordingly

Particulars

Amount

Revenue Recognized for the reporting Period

Â

Less : Revenue Reversed for the current reporting period(failed / released / cancelled bookings of the same reporting period)

Â

Revenue Recogni

It is necessary to fill the Booking Financials of all the Bookings created in BMS. It is required for the following purpose

To ascertain Amount Payable or Net cash outflow.

to ascertain, to whom the payment is to be made

To ascertain Gross Profit.

To ascertain Net Profit on each booking

For Each different type of booking the booking financials shall be filed in the following manner

Pariculars	Pending	Confirmed	Failed	Cancelled	Hold	Released
Vendor Details	N/A	Yes, at the time of booking being marked confirmed	N/A	Already Filed	Yes, at the time of booking being created	Already Filed
Financials relead to Supplier(Cost, Commision, TDS, SC etc)	Â	Yes, at the time of booking being marked confirmed	Yes, at the time of booking being marked failed	Already Filed	N/A	

Booking Financia   Yes, at the time of booking being marked failed

Bookings Flow Chart

The following flow shall be followed, whenever a booking is created -Â Â

All the bookings shall be created in pending status by ACMâ€™s/Agents.

Pending bookings shall be converted into confirmed or failed bookings.

Pending bookings shall be marked as confirmed once supplier confirmation is received. This shall be done irrespective of any amount is recd or Not.

And pending bookings will be marked as failed if we are unable to provide confirmation for that particular booking.(i.e.Supplier confirmation not received)

Any booking in pending stage should be marked failed within 3 days, Else finance will mark it as failed. In such cases, new booking shall be made with a new query code.

Action Items

Supply team must check the mail sent with the sub line: Pending Bookings - Num - Must Check!

Before changing the status of any booking (Confirmed or Failed), the supply team must check that all the details like Trip Amount, travel date, Roe, etc. mentioned in the booking are correct.

After this, the supply team must fill in the booking financials(Cost, Fx Rate, Vendor member, Vendor organization) and change the booking status.

Even in case of failed booking, cost shall be filled on prospective basis.

If booking is marked as confirmed, supply team needs to share the following details of the booking over email along with the confirmation mail:

Total Amount

Due Date

Payment Policy

Cancellation Policy

Once the confirmation mail is dropped, booking is passed on to PBO (Post bookings operations) for payment/ documents / monitoring.

Note - Vouchers should not be shared if the booking status is pending.

Pending Booking   Â

	Â
	1. In case flight booking is failed please follow the following process:
	Firstly, Amount needs to be refunded to the agent's wallet and auto refund eligibility does not matter here. All the failed bookings will be treated in same manner.
	And, ifÂ ticket is to be issued offline, please create a new booking and claim the amount in the same. Only after claiming the amount, you should issue the ticket offline.
FAQs around Boo	Do not Issue the ticket offline without claiming the amount in the new booking.
Commission Tracker	
	We have a lot of mails being received in Finance common groups. Unfortunately we miss a few mails to respond in time which may impact customer experience or operations. In order to avoid any miss, we shall have dedicated SPOCs who shall ensure that all mails are being responded to and taken to closure.
	The list of such common finance groups and SPOCs are available at this link : https://docs.google.com/spreadsheets/d/18gpQZPbHhvK9dBO657R-b_lUthHhGDzyxMuv-H4bwSo/edit#gid=0
	SPOCs are categorized in two levels.
	First level SPOCs have the primary responsibilities to ensure the response and closure of mails.
	Second level SPOCs shall ensure the above activities if First level SPOC is not available. Second Level SPOC shall also monitor the mails in order to ensure that nothing is missed by First level SPOC.
Objective	Â
	We intend to control this issue through creating labels and filters in mail box of every finance team member.
	Please download the XML file from this link : https://drive.google.com/drive/folders/1zDYKIac0yLe4U0WKoI4BEqrWFqZtpfR8?usp=sharing
	You need to upload the file from above link in "Settings> Filters and Blocked Addresses>Import filters>Choose file>Open File".
	Â
	Once you follow above steps, all the saved filters from Finance team will be available in the list.Â Just select all of them and click on "Create Filters". Please ensure that you check the box "Apply new filters to existing mail"
	Â
	Â
	After the successful import the Labels screen shall look like this:
	Â
	If you would have noticed that one of the Labels is mentioned as [MyName] and rule applied on it is if it contains my email ID in the above screenshots. Objective of creating this rule is to label such emails separately where you are marked specifically and would need your special attention even it's sent to a common finance group as well. For eg: if a mail is sent to "invoice@travclan.com" and "viresh.ruia@travclan.com" then it would be highlighted in both the labels "FTC_Invoice" and "[MyName]/VireshRuia".
	Now we shall edit this [MyName] label to your specific name and also must modify the rule to your specific email ID.Â
	Click on "Edit" after clicking the three dots besides the label name and modify it your name.
	Once the above is done, the label name would be changed but still the rule imported by you from the shared drive needs to be modified to your specific email ID.
	Click on "Edit" and modify the email address to your email address.
	Â
	Additionally, Create the filters for the following mail groups too:-
	Management Mails --> management@travclan.com
	Potential Escalation --> Mention in Includes the words--> "poor" OR "unprofessional" OR "unhappy" OR "frustrated" OR "frustrating" OR "serious" OR "seriously" OR "complain" OR "worst" OR "pathetic"Â And we are Done!
How to configure	Â
	The vision of the Finance Function is to work as a Strategic Partner to TravClan and not just act as a support function. Finance must contribute to the growth of the company.
	The short-medium term goal of the Finance function is to support the company by keeping track of money, assisting business & other functions for smoother operations, ensuring records of financial transactions are correctly kept, & ensuring government compliances are adequately met. All this should be done while keeping in mind customer/ ACMs/ any stakeholder's experience is not hampered.Good Finance Function in any organization should be process drivenGood Finance Function in any organization should be process drivenGood Finance Function in any organization should be p
	How Wiki is structured & how we can use it more effectively.
	Overall finance in TravClan- Structure & tasks that are to be done on a day to day basis.Â Â Â
Finance Working	Â
	We use Wiki, i.e. (wiki.travclan.com) to learn & understand each & every process.Â Any time someone comes and asks for anything, open the WIKi and check if the same is present in WIKi or Not
	If it is present - share the same with the person who comes and asks for same
	If Note - Start making a Wiki for it - as per your understanding, Reach out to a person who does that work and then create a wiki for it. Share it in the finance group so that everyone can ras and share comments / feedback on it
	We have discussed documenting each & every process on Wiki and correspondingly, every change needs to be documented on Wiki to be considered implemented. Consequently, we first need to learn how to use Wiki.Firstly, let's understand the Structure of Wiki:1. Wiki Contains Shelves. We keep all our books in a Shelf called "Finance".
Learn & understa	2. Shelves have Books. We currently have multiple books kept in the Finance Shelf. All the books are based on the different tasks we handle.3. Books Contain Chapters & Pages. There can be loose pages also, where a few pages are inside the chapter.Additionally, to get your hands on Wiki, please go through the general company processes of TravClan at http://wiki.travclan.com/books/general-company-processes.
	We are using multiple Google Sheets for multiple purposes. We shall track all those Google Sheets in 1 place. i.e. Daily Finance Tracker, Tab - Finance Sheet TrackerAlso, anyone who creates a new sheet is required to save the older sheet (with Static Information Source) in this folder.You can refer to Finance Storing of Documents.
Finance- Google	You can open & find any specific sheet using this sheet. In case you are using any particular sheet which is not updated here, please reach out to your Manager / Varun

Finance Queries	There have been many instances when many ACMs and other team members reach out to finance but they are unaware about who is responsible for what. Also, many times other team members tag finance@travclan.com, but it remains unanswered.Hence, to curb this, we have defined POCs for who shall handle which kind of query. Refer to the Finance Queries Management Sheet for the same.In case a POC at L1 is unable to answer the queries, he/she shall reach out to the person in L2 POC or his/her manager to get the queries answered. However, L1 POC shall be accountable for re
	If your name is mentioned in PoC 1 --> you need to ensure, you resolve queries of that particular segment.
	In case, somone reaches out to you, but you are not working on that particular thing, direct him the right PoC from finance.
	In any case, you are stuck / donot know answer --> reach out to the name of person mentioned in POC 2, 3, 4 subsequently.In any case / instance no issue should be left open / unresolved for more than 4 hours.
Finance Process I Â	There have been instances where we have mentioned improving processes and discussed them too, but neither made the process nor got it implemented. Even if it did get implemented, we never monitored it well. Also, there are a few tasks that we think we need to do but might miss out on.Additionally, in the day-to-day work we are doing, we come across several types of challenges, feedback, and process improvements which are shared orally but never taken into consideration while actually working.Hence, to keep track of all such important feedback/process improvements/creatio
	Â
	Â
	Â
	We all strive to ensure that all our pending tasks/work is completed daily and that the desired output can be achieved. As a person grows, there shall be instances where one may forget/miss his/her pending tasks/work.To ensure things are not being missed, we use a Daily Finance Tracker to keep track of our tasks/work, etc.It is a type of Day Planner.(Always plan your next day's tasks one day prior.)Ideally to plan a day, we need to ensure we write down things & track it. Once the things are written, the probability of it getting Miss is LesserWe need to ensure we track these in the followi
	Recurring Tasks - to be Tracked through Tab - Daily Task Tracker
	Adhoc Tasks - to be Tracked through Tab - Finance Open Things
	--
	To plan your day efficiently, the following tips should be considered:
	Start with clearing your mail and reading slack channels so as to not miss anything.Example: After you end your day at work, a lot of important emails and messages pile up till the next time you start to work. Check what you missed and accordingly pick the work.
	List down activities lined up for the day and divide your day equally.
	Note down the important/urgent tasks to be completed first.
	Â
	Lastly, in case you are lost/confused about priority, reach out to your Manager/Varun asking for help.
Finance- Daily Fir Â	
	As we grow, all the documents / statements / BMS Related Reports / Revenue Reports all must be stored at a single placeEverything related to Finance Should be in Folder " Finance Ops ".For the BankÂ / PG Statements we have defined the people who shall have the ownership to add the documents on the daily / periodic basis.Bank & PG/Credit Card Statements Ownership
	Current Foldering Struture
	Select the Financial Year for which the data is.
	Placing document under specific Category
	3. After that you have create or select sub folder
	4. The next step is to Create Folder With Number 1. April to 12. March for which month the file related to.
	5. The last step is to rename the file you are saving. DDMMYYYY-"Name you want to give". DDMMYYYY format is compulsory for every files.
	Â
Finance - Storing Â	
Data Requiremer	Many times, there is a requirement for data from the analytics team.
	The analytics team will be keeping a track of various Data Requirements for different functions of the company. This is for better recording of all the Dashboards and Reports we're creating, to track the Output these reports lead to, and to avoid any duplicate reports.
	So, if you have any requirements for data from our database, please fill out this simple form, clearly stating the requirement.https://tqdq8ogp.paperform.co/
	Please do coordinate for Aayushi for the data. You can track the status of your data using this sheet.https://docs.google.com/spreadsheets/d/1PGmVvTemLJ3hYPhIaIUHuhfVjpFRRSe8RZeZAu9urRs/edit#gid=829308812

To provide better customer experience by ensuring faster response time to agents for finance related queries, agents now can directly call upon the finance support number.Finance Support Number : - 9513392762

Sheet for Tracking Calls: https://docs.google.com/spreadsheets/d/1_n0lKKa_xTpxc6Yt_YFN67PXLZlIZyjqAPOfmxPHnhSI/edit?usp=sharingDashboard checking the report:https://lookerstudio.google.com/u/0/reporting/df69e82a-d4e8-44a7-a03c-00c8c54baa67/page/p_cdar0e5lychttps://datastudio.google.com/u/1/reporting/30781163-405b-4c4c-a289-33e5ec12ea93/page/PfdeCWhile handling the support calls, the following Should be Ensured

Ensuring No Finance Suport Call is Missed. 1 among 5 - 6 people should always be available to pick the calls. This involves team coordination.

In case the call is missed, you are responsible for calling back on the same number, Other than this, anyone who sees the notification first shall call back on the same number and update the group regarding the call being made.

The reports sheet related to finance Supplort --> is Functioning Properly. 9The Sheet mentioned above & the Report). (Should depict true information.

Whenever we speak with the agent --> Refer Tab -->"Exotel" Columns F, G, H & I of the Sheet should be updated.

detailed query (remarks section)

Area

Re-Assigned to

Status (whether solved or Not)

Below Mentioned FAQs will help you answering the questions and managing the calls.

FINANCE FAQs

Bank Account Verification related Issue

Firstly you must understand how is Bank account Details updated in the system

Where can agent go & update bank account details

KYC (kyc@travclan.com)

Documents Required - Document

What is the process if agent wants to change registration type?

Share relevant documents at kyc@travclan.com

Â

Refund (rnc@travclan.com)

Flight Bookings

Failed - 2 hours

Cancelation- 24-48 business hours

Â

Hotel Bookings

Failed - 2- 3 hours

Cancelation- 24 business hours

Â

Package Bookings

Cancelation â€" 3 business days

Â

If refund is not received within given timeline, drop an email at rnc@travclan.com , cc: finance@travclan.com. Please mention the booking ID.

Â

Withdrawal Request (payments@travclan.com)

Finance Support

If anyone of you wants to get anything signed from either Arun / Chirag / Ashish which involves dochub - please follow the below process

Fill a formÂ to get the document signedÂ It should contain

Name of Person Signing
What it is about ?

Shyla shall Send an email to whoever you want to get to sign the doc - Chirag / Ashish / Arun. Always keep Arun in CC (Even if chirag /ashish are signing)
Also keep whoever asked you in the first place to create the doc in CC.Â
Person who asked you to upload should approve on email that "this needs to be signed"
Once we have read the mail, Chirag / Ashish / Arun will sign using dochubÂ

In the absence of mail, Chirag / Ashish / Arun will not sign.

Subject Line should say - Dochub | Sign Request | Document that needs to be signed | Who initiated

For eg Varun might have asked Shyla to get some docs signed which are of board approval for FDI in TTIPL.

Mail subject - Dochub | Sign Request | Board Approval for FDI | VarunShyla should send this emailÂ

If Aayushi wants to get a document signed which she only initiated and needs only Arun's signature then she should mail me.Â
eg OCBC. In this case its a simpler mail. She and I we already have context

Dochub | Sign Request | OCBC KYC | Aayushi

Finally if there is a document that both Chirag / Ashish and Arun need to sign, always let me be the first signer wherever possible.Â

Objective of the process is to ensure we can keep a track of who asked whom to upload docs and also to keep simplify clarity for Chirag /Ashish to sign..
Hi,

If anyone of you wants to get anything signed from any other person which involves dochub - please follow the below process

Fill a formÂ to get the document signedÂ It should contain

Name of Person Signing
What it is about ?

Shyla shall Send an email to whoever you want to get to sign the doc. Always keep Varun in CC
Also keep whoever asked you in the first place to create the doc in CC.Â
Person who asked you to upload should approve on email that "this needs to be signed"
The respective signed will sign the document using dochubÂ

In the absence of mail, the other team members will not sign.

Subject Line should say - Dochub | Sign Request | Document that needs to be signed | Who initiated

For eg Varun might have asked Shyla to get some docs signed which are of board approval for FDI in TTIPL.

Mail subject - Dochub | Sign Request | Board Approval for FDI | VarunShyla should send this emailÂ

Kindly follow the below steps to fill the reimbursement form.

1. Employee Name: Aishverya Agrawal

2. Staff Code: 100292

3. Designation : Finance AssociateÂ

4. Serial number should be filled properly like 1. ,1) etc.

5. Date : This should be written in proper format like DD/MM/YY (date of travel, food etc should be mentioned)

6. Particulars: This includes the head under which you are applying for reimbursement like Food, Cab, Stationery etc.

7. Amount: This columns include the final amount which is to be reimbursed (please mention Travel fare in travel column, Food in Meals column and so on.) in numeric value.

8. Remarks: this columns include the detailed reason of reimbursement like if you have mentioned Cab in particulars then the reason for cab needs to be mentioned in the remarks like Late night Cab after 9 pm, cab from an event, late night food after 8 pm for 2 people(Aishverya/Mallika). etc. (if multiple people are travelling then the name of all the members to be mentioned in the remarks)

9. Lastly the form should be submitted in the PDF file along with all the proofs.

Note:-

Please do not remove any formula's from the form.

Put your Name, Employee code, Designation and Date in the sheet.

Please share a zip file(ReimbursementÂ form and proofs in a single attachment) and don't forget to rename the file with your employee code only.

For Late night cab and food punch out is compulsory.

For Buddy and Manager connect there is a separate form shared by Prachi/Pronami .

How To fill the Re Â

New Page

The finance function within an organization plays a crucial role in managing the financial aspects of the business to ensure its long-term success.Â You & your customer service approach will help in creating & good finanace TeamThe utmost basic objective of the finance function is to Ensure records of all the financial transactions are kept correctlyThe utmost basic objective of the finance function is to Ensure records of all the financial transactions are kept correctly Objective is to record Everything Effectively in BMS. Analysis & Future Planning can be done only if records & correct.Build

Connecting data across the business.Â Finance teams have the perfect vantage point in a business, sitting at the intersection of all financial and operational data. One core responsibility is building out an intentional data architecture to maintain full visibility into the numbers.

Banking & Treasury Operations. Finance team plays a multifaceted role in supporting banking and treasury operations, contributing to payment processing, funds & liquiditing management. One core responsibility is to providing assistance and support to users regarding account inquiries, transaction inquiries, account statements.

Performance analysis and accounting.Â Finance canâ€™t be a forward-looking strategic partner without being able to reliably run aÂ month-end close processÂ and maintain historical data integrity. This is the classic â€œtrust, but verifyâ€ side of financeâ€™s role that falls on the accounting manager.

Proactive planning and growth advising.Â Financial planning and analysis (FP&A)Â has long been the forward-looking part of financeâ€™s role. A modern strategic finance function maintains agility withÂ rolling forecastsÂ and leveragesÂ driver-based planningÂ to tie forecasts to real business impact.

You can know more about Finance Function of TravClan by Opening the following 2 Tabs of the Daily Finance Tracker1. About Finance Function2. Finance Function - Growth Tracker

Finance Function Keeping all things aside, to ensure we built world class finance function, we just need to focus only on 1 thing and that is Â - process, process & process.

Tax Invoice

Commission Invoice - Need to update at the end of every month or generate and update at the time of generation of Invoice in commission dashboard sheet . (https://docs.google.com/spreadsheets/d/1ZUfzIL6bNKsYE8dgHvSscRQBhzW_dFU90zaIPewdb_0/edit#gid=0)

Invoice Â

Credit Note - Taxable

Credit Note

Debit Note - Taxable

Debit Note

Ideally we shall never refund the membership fee (i.e the bronze & gold membership fees) to any user. Any refund shall be made on a exceptional basis.PoC form Finance - MuskanIn such cases, following Steps shall be followed :Â

Agent / ACMs shall mail to finance@travclan.com regarding the refund mentioning the reason for the refund.

Arun / Chirag to approve on the Mail.

Refund shall ideally be done in the Wallet. In case Amount is required in the bank, PR shall be created and it shall be be paid from the bank.

Action Item on Finance - Muskan / Varun

Muskan / Varun to check & validate the already claimed Order in the Organization.

Mark the Order as failed and mention the remarks --> "Amount Paid by Agent on MMM-DD-YYYY, refunded back to wallet on MMM-DD-YYYY"

Bank Record shall be created to add the money in the wallet.Mode of Payment - Credit/Debit Note

On the same mail Muskan / Varun shall revert the the amount has been refunded.

All the details of such refund should be recorded in sheet. TAB- Failed web subscriptions-Oct 2022 onwards

Refund of Memb Â

TravClan Web Se	How to claim an Order in BMS? Â All the pending orders in BMS need to be tracked on daily basis from the Sheet.Â Tab - WSD 2.0.Â Open the organization pageÂ Verify the amount of orders created in BMS.Â The amount of order should be equal to the amount of Bronze/ Gold Membership/(domain amount + Rs 250)Â Once the order amount is verified go to the actual payment page.Â Go to add actual paymentÂ Add member email Id, Amount that needs to be claimed, Remark if any, order code and order amount, save the page and amount will be claimed from the wallet.Â Once the amount is claimed, mark the order as "paid" in the organization page. Note: All the orders should be tracked and claimed on daily basis. Any issue should be resolved the same day. All orders of bronze and gold members should be ideally claimed by agents. Only domain/ exceptional cases needs to be checkedÂ on case by case basis. In case of any queries, reach out to Mamata.Â Understand Domain Purchase process <> post claiming of amountAlso, not sure, how to verify the domain purchase amount? Â																				
Refund of event I	We take registration fees from travel agents for the events held by Travclan. This fee is returned to travel agents if they attend the event.Â Process - Ritu to send a mail to finance with the sheet of registration details. Subject - Cashback for xxx Event <> Date of Event The sheet should contain the list of TAs who paid for the event and TAs who attended the event. Binny to get the Org Ids of TAs who attended the event.Â Binny to create bulk Bank records for the cashback…Â Reference and description Bank records should be as per the sheet.Â Binny to mention Bank record Noâ€™s in the sheet.Â Ritu to ensure that agents are informed regarding the cashback.Â																				
Discount Vouche	There are few agents to whom we provide discount vouchers on membership plans. For all people taking membership from discounts the following steps are to be followed:- ACM's to send an email to ashish.yadav@travclan.comÂ with CC to Muskan Mendiratta &Â finance@travclan.comsubject Line:: TC Events		Approval for membership Agent should directly buy membership at a full amount from My-services section -- 8850 (7500+18%) ACM's should attach photo of coupon shared by the agent on email Ashish to approve on email. Binny to credit the amount in wallet by following the Adhoc Bank Record process and give confirmation email to the ACM's post approval on the same mail itself. Few Pointers 1000 will be credited back to agent's wallet within 24-48 hours of approval on Mail Discount amount is 1000 which is shared in events. Mail ContentHi Team,Mr Ashish From TravClan technologies visited us in Lucknow event and wises to claim for the membership discount coupon which we shared. The details are as follows:- Event Registration Email ID ::Â ashish.yadav@travclan.com Event Registration Mobile Number :: 8765552273 LMS ID :: 88888 Organization ID :: 77777 Coupon photo attached :: Yes , ("share reason in case of No") Bought from My Services :: Yes Discount :: 1000 ....Going forward things to solve for:- There should be proper track of Vouchers issued by TravClan. Also, the utilization of these vouchers should be tracked correctly. Randomly no one can issue voucher to anyone. Approval thing should be done at the time of giving the voucher & not while utilizing																				

Discount Offered to Travel Agents --- > Current Process, to be changed

How are we tracking orders?Astha keeps a track of each order via sheet - Web Subscription 2.0 - Google Sheets , whenever a new order is made on daily basis. The same is sent for approval to Ashish Yadav by adding , the organization id , member id and date of order creation in Membership | Finance Approval - Google Sheets.Ashish validates the amount of cashback to be given and the time from which we are giving them the membership depending on various factors like the business they have done with us.The same is added to the sheet , like the following â€"

Then post approval Binny/Muskan adds the cashback via Bank record to agentâ€™s wallet and simultaneously Astha claims the order and mark the same as closed.

Issue of Domain - Domain Purchases

Domain Renewal - Domain Renewal

Domain Shift / Domain Change - No Web Services Created

Rs 1000 from a freelancer for a website if he is under lifetime free plan - No Web Services Created as on date

Rs 1000 for pre booking plan - Pre Booking

Journey Box .... ?Â

No Back Dated Orders are to be Made / Claimed unless approved by Arun & Chirag

Exception Cases, Â

Agent paying Rs 500 for KYC verification is disabled on Travclan.com.

In case still any agent pays, Rs 500 for KYC on Travckan.com, the following process shall be followed:-

Agent pays verification fee of Rs 500 on Travclan.com

The same is collected using Instamojo

Instamojo settles the amount is to our Axis Bank Account.

The following reco process shall be followed:-

All the Instamojo credits should be reconciled every week to identify why and how did the agent pay.(Report should be generated / downloaded from Instamojo Account = Manish / Mallika)

All the credits in instamojo should be reconciled with credits of Axis Bank (valueÂ / amount and not quantum)(Bank Statement of Axis Bank to be added by Gauri)

LMS Id / Org Id must be mapped against each Rs 500 receivedUsually, the amount must not be refunded and counted as revenue. In anycase ACMs reach out for refunds, the following steps are followed :-(Ask ACM why refund is required?

Above steps 1,2 & 3 must be completed before the Refund. (i.e post reco)

The refund action must be Marked in the Google Sheet in which reconcilation is being done/

Invoice & Credit note both should be issued before the RefundGauri -Â to confirm the before any refund

The refund must be done to the wallet through a Bank Record & not to a bank account.Â --> For Now, Adhoc Bank Record process should be followed.9Binny to process this)TAT for Refund = 1Â Day

KYC Verification - Thanks.

Shifting of Memt Ideally, shifting of membership is not allowed, In case anyone chooses to shift the membership from 1 account to another, without following the process below, it shall be treated as loss of the membership amountIn case membership is to be shifted, the following process is to be followed:-

TravClan also earns revenue from Non Bookings services. (We call it Web Services Internally) They are Classified into following parts.

Membership Revenue

Bronze Plan

Gold Plan

Payment Gateway Revenue

Revenue Earned on b2b payments

Revenue Earned on b2b2c Payments

Markettimg Revenue

Revenue From Tourism Boards

Revenue for Events from Suppliers

PLB / Commission Received from Suppliers

TravClan Registration Fee - This is fee we collect at time of Registration. It is a refundable fee, hence not Classified as Revenue but is classfied as "Deposit"

As a finance, we need to monitor / manage this revenue, ensure the same is received in Our Bank Account and also ensuring that this revenue is recorded in our BMS.

We use the Section Called - "Travclan Web Services" in BMS to Track this Revenue. Is consists of the Following

Actual Payment - Whenever a pending Order is Created, the finance SpoC should claim the amount from the wallet and mark the Order as "paid"

Orders - Whenever there is a potential revenue to be received from any user, the business team or the person in contact with the User shall create an Order of the "pending"Â Status

About - Non Boo Web Services - These are the different plans / section for which revenue / amount can be received from a Travel Agent