(IBL Group) Arcadia Travel Project

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History

Date		Comments
01-Aug-2023	Dinesh Maulloo	Initial Assignment
25-Aug-2023	Dinesh Maulloo	All Airfile instructions to push to Invoices
31-Aug-2023	Dinesh Maulloo	Accounts Interface File Assignment
7-Sep-2023	Dinesh Maulloo	Details about separate tax line
11-Sep-2023	Dinesh Maulloo	Details about Interface File header/details record groupings per Invoices/Credit Notes
10-Jan-2023	Dinesh Maulloo	Details for issues with Airfile and AZM Export
11-Jan-2023	Dinesh Maulloo	Additional details for Airfile subform

High-Level Project Overview

- Current System
 - o All requests (individuals or corporate) handled by agents through email.
 - Amadeus can generate Quotes with flight details.
 - When tickets are issued, an airfile is generated.
 - E-Travel Invoicing software captures the airfile and agent can generate invoice with added services (hotels, insurance, etc)
 - Every day all sales/credit note transactions exported in E-Travel which will be imported in their Accounting system.
 - The travel agency only deal with cash transactions while the accounting team do all follow ups for invoice payments (corporates).
- Target System

- Request (or Deals) managed in Zoho CRM (Nettobe)
- CRM to capture airfiles and that info used to generate Invoices. (Helios)
- CRM to provide interface to export transactions. (Helios)

Document Folders

Airfile specs:

https://workdrive.zohoexternal.com/external/187965e291dde0fa04c378b6127f25e268a65906d2fa1496aad520a0b69d5ed0

Accounts Interface file specs:

https://workdrive.zohoexternal.com/external/da4193560ffa4afe221f0982b9ee4f0b82f1 100808362a29d9cc6df4e1ee51e4

Instance Details

Super admin: majidtunda@arcadia.mu

Password: N2BArc4d!a

01-Aug-23 - Assignment

- Mechanism to retrieve airfiles from WorkDrive and insert into Airfile module record
 - a. Currently the airfiles come to folder: D: $\PNR\AIR\AIR_SOURCE$
 - b. Once processed by E-Travel, they are moved to: D:\PNR\AIR\AIR_BACKUP
 - c. A batch file is scheduled every 5 mins to mirror the AIR_BACKUP folder to the Workdrive folder: Y:\Amadeus
 - d. Note: we can discuss if there is a more efficient way to do this
 - e. CRM should know which file has already been processed.
 - f. There should be a button to manually trigger the airfile processing
 - g. Not all information from the Airfiles need to be retrieve; only info relevant to invoicing:
 - i. Name of passenger
 - ii. Reservation number
 - iii. Airline
 - iv. Flight routing

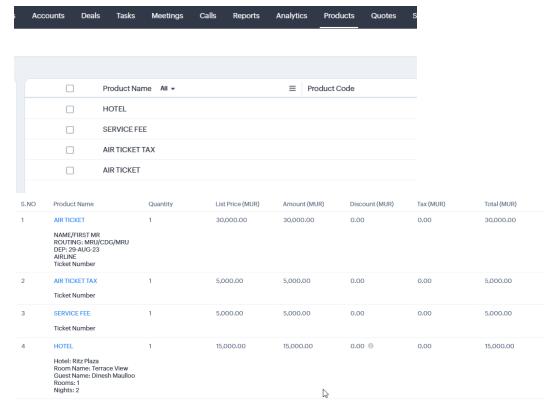
- v. Dates of travel
- vi. Class of booking
- vii. Fare
- viii. Taxes (Break down)
- h. Some fields may have to be populated in subforms (due to non-atomicity)

2. Link Airfiles to Deals

a. We are going to define a field ('Booking Reference' or 'Reservation Number'
 - to be confirmed) which we will also be within the Deals (having been
 input by the agent). Through this, we will be able to automatically link the
 airfile records to the Deal

3. Generate Invoice

- a. We will look into this once step 1 is complete.
- b. Invoice examples are in the folders
- c. There are existing products where we will only populate the description from the airfiles



25-Aug-23 - Assignment

1. Requirements for retrieving new AIR files

- a. Existing system is described above in step 1.a to c.
- b. Any new AIR File should be retrieved and pushed to CRM once available on Workdrive. Depending on your polling method and logic in place, you may decide to put processed files in a subfolder.
- c. We should be seeing any new file being pushed to CRM
- 2. Information to be retrieved from airfile:
 - a. Name of passenger: Single line
 - b. Reservation number: Single line
 - c. Ticket Number: Single Line (Header T)
 - d. Airline: Single Line
 - e. Flight routing: Subform (1 entry for each H line)
 - f. Flight description for Invoice field: (Multi line which will be mapped to Line Item description field:

ANBAZHAGAN/KUMARAVEL MR ROUTING: MRU/DXB/MAA/DXB/MAA DEP 11-JUL-23 EMIRATES AIRLINE 176 9727402659

- g. Dates of travel (Date)
- h. Class of booking (Single Line)
- i. Fare (Currency)
- j. Taxes (Composite airfile field to be broken down in subform, tax name + amount)
- k. Tax Total (Currency)
- 3. Linking of Air file to Deals:
 - a. Please cater for a field (eg Reservation number > Ticket Number) which will be entered on a Deal so that we can automatically link the Air files record to the Deal
 - b. There should be a button within the Deal, so that it will search any airfile with that field value and link it.
 - c. Special cases:
 - i. When there is a single booking for multiple passengers, each passenger has a separate airfile. Samples airfiles in the subfolder: Single Booking Multiple Passengers (AIR00617_10082023165218.AIR, AIR00618_10082023165218.AIR, AIR00619_10082023165218.AIR)
 - ii. The client can decide to invoice each passenger separately or

within single invoice. But all these airfiles should be linked to single deal.

- 4. Airfile Data to Invoice
 - a. Examples of existing invoices from e-travel are already in Sample folder:



- b. There should be a button within the deal which will pull info from linked airfiles to an invoice
- c. Existing products have already been created:
 - i. Air Ticket, Air Ticket Tax, Service Fee
- d. Sample of new Invoice:

Invoiced I	tems						
S.NO	Product Name	Quantity	List Price (MUR)	Amount (MUR)	Discount (MUR)	Tax (MUR)	Total (MUR)
1	AIR TICKET	1	100,000.00	100,000.00	0.00	0.00	100,000.00
	NAME/FIRST MR ROUTING: MRU/CDG /MRU DEP: 31-JUL-23 AIRLINE Ticket Number						
2	AIR TICKET TAX	1	20,000.00	20,000.00	0.00	0.00	20,000.00
	Ticket Number						
3	SERVICE FEE	1	10,000.00	10,000.00	0.00	1,500.00	11,500.00
	Ticket Number						
4	HOTEL	1	0.00	0.00	0.00	0.00	0.00
	Hotel: Room Name: Guest Name:						

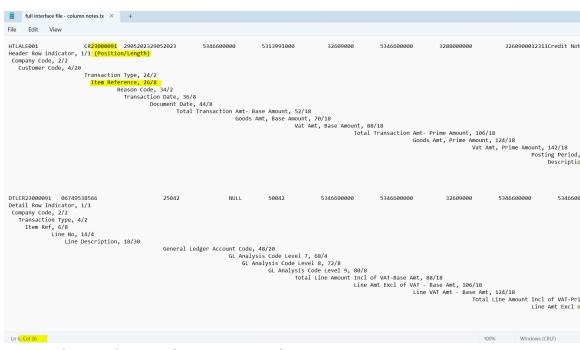
- e. The airfile fields should be populated in their respective item descriptions as well as their amounts
- f. There should be an option to push to single invoice or separate invoices.

31 Aug 2023

- 1. High-level requirements of Accounts Interface File
 - a. Process Overview

Rooms:

- Everyday, the finance team will be extracting all the sales transactions to an interface file which will be imported in their Accounting system
- ii. The user should be able to extract transactions between specific dates. They typically run from the 1st of the month to the current date.
- iii. The file will contain all invoices and credit notes.
- b. Technical Aspects Overview
 - The interface is a fixed-length text file and the specs are in this file: details of interface file.doc
 - ii. The file consists of a repeating sequence of header lines and respective of details lines where the header is the invoice/credit note details while the detail lines are individual line items details.
 - iii. File "full interface file column notes.txt" has been created with the column headers at the respective column positions:



c. Accounts Interface Reference files are in this folder:
 https://workdrive.zohoexternal.com/external/da4193560ffa4afe221f0982
 b9ee4f0b82f1100808362a29d9cc6df4e1ee51e4

2. Reference codes:

To populate the interface file, it will require reference from related modules: contacts/company and products

- a. Company/Contact
 - i. The invoice/credit note can be for a company or contact, so the 'Customer Code' will have to be available in both modules.
 - ii. For Company Contacts, we can add validation so that the customer code field is blank on the Contact records, so that it effectively pulls only from the Company module
 - iii. Customer file:
 https://workdrive.zohoexternal.com/external/d3f391d5c21c70d700
 f7dfb7ed1f848cface859ac560667d5d2f88efa350b245

b. Products

- i. Each product will have a series of GL codes fields and respective tax codes.
- ii. The products will be updated with the code as per the file: GL_Codes.xlsx
- 3. Solution proposal:
 - a. There could be several ways to implement this requirement.

- b. Because of start/end date period parameters, I am thinking of a custom module with these fields and button to execute the processing and save the file to Workdrive so they can easily download it.
- c. Or it could be accomplished through widget.
- d. Please provide suggestions which are user-friendly.
- 4. There has to be a Credit Note custom module similar to the fields in the Invoice Module.
- 5. Tax code selection:
 - a. The current tax code is very tedious and not user friendly; even if a tax code is assigned to a product, on the invoice page, it has to be manually selected. Can it be automatically mapped through workflow or function?
- 6. There are some clarifications which I will be following up with the client on GL codes but that should not stop you from implementing the core requirements.

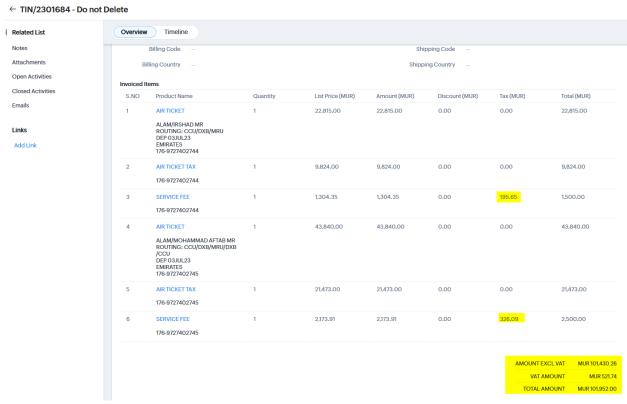
7 Sep 2023

1. Sample Invoices

a.

- VAT REG NO: - BRN:	AMOUNT EXCL VAT	VAT RATE %	VAT AMOUNT	TOTAL AMOUNT
ALAM/IRSHAD MR ROUTING: CCU/DXB/MRU DEP 03-JUL-23 EMIRATES AIRLINE 176 9727402744	22,815.00	0.00	0.00	22,815.00
TAX 176 9727402744 SERVICE FEE 176 9727402744	9,824.00 1,304.35	0.00	0.00 195.65	9,824.00 1,500.00
ALAM/MOHAMMAD AFTAB MR ROUTING: CCU/DXB/MRU/DXB/CCU DEP 03-JUL-23 EMIRATES AIRLINE 176 9727402745	43,840.00	0.00	0.00	43,840.00
TAX 176 9727402745 SERVICE FEE 176 9727402745	21,473.00	0.00	0.00	21,473.00
	101,430.26		521.74	101,952.00

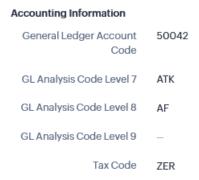
- b. In Mauritius, most retails have only 1 type of tax, the VAT (Value Added Tax) which is at 15%. All other items which are tax exempted need to be classified as Zero-Rated VAT.
- c. I have created the same invoice in CRM:

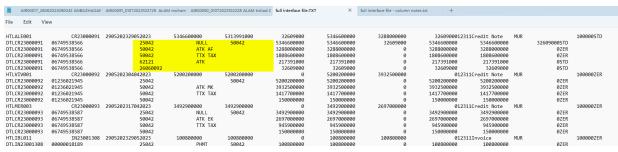


d. The default aggregate have been made non-visible and new aggregates have been added: Amount excl VAT, VAT Amount and Total Amount. (As highlighted above)

2. Accounts Interface file

a. The GL codes are stored in each Product record and will be pulled during the Interface File Export.

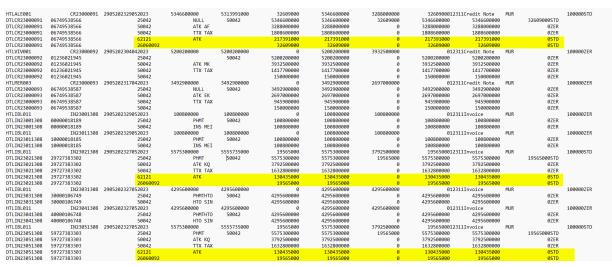




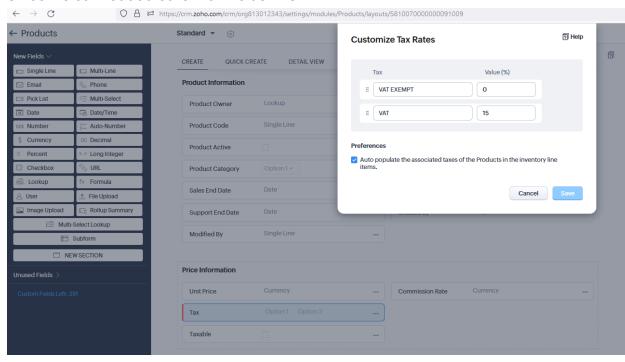
- Each line item in an invoice or credit note will have its line and respective
 GL in the Interface File
- c. Each line mapped as per the GL file specs:



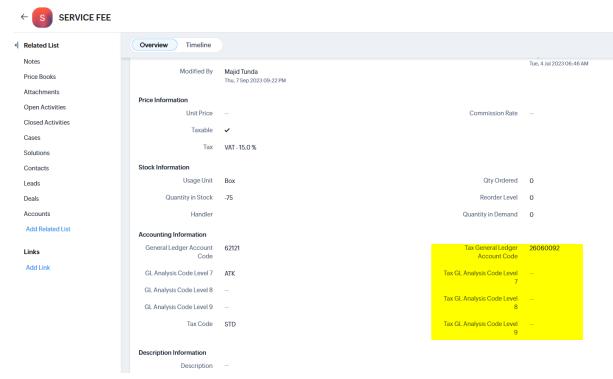
d. You will notice that the VAT amount of a line item is on a separate line (Example the Service Fee / GL code: 26060092) and that it is 15%



e. Since we cannot add other Tax fields in CRM:



f. I have added the Tax GL codes for each product (where applicable):



g. Not all GL Analysis Code Levels are required by the Accounting system, a lot of them will be null and the position and reserved length in the Interface File will be blank.



h. I am confirming some additional details with the Client Finance team but you can cater for this tax line in the interface file. There might only be some calculations values which we may need additional clarification.

11 Sep

Further clarification regarding the Interface File

- In addition to the sample airfiles and invoices provided in the folders shared above, we have requested the corresponding interface files
 - a. Airfiles:
 AIR00090_01072023102228 ALAM Irshad ONE WAY TKT.txt
 AIR00091_01072023102729_ALAM mohammad RETURN TKT.txt

AIR00017_28062023090042 ANBAZHAGAN KUMAR Reissue.txt

b. Invoices:

INVOICE TIN2301684 - AIR00090_01072023102228 - AIR00091_01072023102729.PDF INVOICE TIN2301610 - AIR00017_28062023090042.pdf

c. Interface Files:

full interface file 1 - TIN2301610.TXT full interface file 2 - TIN2301684.TXT

- 2. Within the Interface file, invoice/credit note line items would not necessarily be all grouped under one header record. They will be grouped by ticket or addons (hotel, insurance, car hire, etc).
 - a. The GL codes within a section would be:
 - i. 50042 (applicable to line items with zero-rated tax)
 - ii. 62121 (applicable to line items with tax)
 - iii. 26060092 (the taxable amount of a taxable line item)
 - iv. 25042 (the GL double entry account, the total amount under that heading it can include tax as per line items).
 - b. Example:

VAT REG NO: - BRN:	AMOUNT EXCL VAT	VAT RATE %	VAT AMOUNT	TOTAL AMOUNT
ALAM/IRSHAD MR ROUTING: CCU/DXB/MRU DEP 03-JUL-23 EMIRATES AIRLINE				22.21
176 9727402744	22,815.00	0.00	0.00	22,815.00
TAX 176 9727402744 SERVICE FEE	9,824.00	0.00	0.00	9,824.00
176 9727402744	1,304.35	15.00	195.65	1,500.00
ALAM/MOHAMMAD AFTAB MR ROUTING: CCU/DXB/MRU/DXB/CCU DEP 03-JUL-23 EMIRATES AIRLINE 176 9727402745	43,840.00	0.00	0.00	43,840.00
TAX 176 9727402745 SERVICE FEE	21,473.00	0.00	0.00	21,473.00
176 9727402745	2,173.91	15.00	326.09	2,500.00
	101,430.26		521.74	101,952.00
HTLGAS085	2147390000 217391000 32609000 3413900000 2413900000 2281500000 982400000 130435000	00 6781300000 0 438400000 0 2147300000 0 217391000 0 32609000 1956500012401	6781300000 4384000000 2147300000 217391000 32609000	3269909STD
	1 1111			

- c. In the Detail Record, the 'Line Description' field will be:
 - i. the ticket number, if an airticket

ii. the addon reference number

d. Example 'Line Description'

HTLCAS005	IN23001684	0107202301072023	6781300000	6748691000	32609000
DTLIN23001684	09727402745	25042	SHLD	50042	6781300000
DTLIN23001684	09727402745	50042	ATK EK		4384000000
DTLIN23001684	09727402745	50042	TTX TAX		2147300000
DTLIN23001684	09727402745	62121	ATK		217391000
DTLIN23001684	09727402745	26060092			32609000
HTLCAS005	IN23011684	0107202301072023	3413900000	3394335000	19565000
DTLIN23011684	19727402744	25042	SHLD	50042	3413900000
DTLIN23011684	19727402744	50042	ATK EK		2281500000
DTLIN23011684	19727402744	50042	TTX TAX		982400000
DTLIN23011684	19727402744	62121	ATK		130435000
DTLIN23011684	19727402744	26060092			19565000
HTLCAS005	IN23001685	0407202304072023	8078600000	8045991000	32609000
DTLIN23001685	09727402763	25042	SHLD	50042	8078600000
DTLIN23001685	09727402763	50042	ATK AF		4245000000
DTLIN23001685	09727402763	50042	TTX TAX		3583600000
DTLIN23001685	09727402763	62121	ATK		217391000
DTLIN23001685	09727402763	26060092			32609000
HTLCON003	IN23001686	0507202305072023	3934500000	3914935000	0
DTLIN23001686	00000106855	25042	ACELHTO	50042	3934500000
DTLIN23001686	00000106855	50042	HTO SIN		3784500000
DTLIN23001686	00000106855	62121	ATK		130435000
DTLIN23001686	00000106855	26060092			19565000
HTLSC0001	IN23001687	0507202305072023	3934500000	3914935000	0
DTLIN23001687	00000106854	25042	EMSCHT0	50042	3934500000
DTLIN23001687	00000106854	50042	HTO SIN		3784500000
DTLIN23001687	00000106854	62121	ATK		130435000
DTLIN23001687	00000106854	26060092			19565000

e. In the Header record, the 'Item Reference' field which is the Invoice/Credit Note reference, is also unique within the file. There is a digit sequence within the reference field when it contains multiple groupings:

f. Example:

•						
HTLCAS005	IN230 <mark>0</mark> 1	L684	0107202301072023	6781300000	6748691000	32609000
DTLIN23001684	09727402745		25042	SHLD	50042	6781300000
DTLIN23001684	09727402745		50042	ATK EK		4384000000
DTLIN23001684	09727402745		50042	TTX TAX		2147300000
DTLIN23001684	09727402745		62121	ATK		217391000
DTLIN23001684	09727402745		26060092			32609000
HTLCAS005	IN230 <mark>1</mark> 1	L684	0107202301072023	3413900000	3394335000	19565000
DTLIN23011684	19727402744		25042	SHLD	50042	3413900000
DTLIN23011684	19727402744		50042	ATK EK		2281500000
DTLIN23011684	19727402744		50042	TTX TAX		982400000
DTLIN23011684	19727402744		62121	ATK		130435000
DTLIN23011684	19727402744		26060092			19565000

HTLRAM003	IN230 <mark>0</mark> 16	591	0507202305072023	350000000	350000000	0
DTLIN23001691	05013791969		25042	NULL	50042	350000000
DTLIN23001691	05013791969		50042	ATK MK		350000000
HTLRAM003	IN230 <mark>1</mark> 16	591	0507202305072023	350000000	350000000	0
DTLIN23011691	15013791968		25042	NULL	50042	350000000
DTLIN23011691	15013791968		50042	ATK MK		350000000
HTLRAM003	IN230 <mark>2</mark> 16	591	0507202303072023	94000000	89435000	4565000
DTLIN23021691	29727402754		25042	NULL	50042	94000000
DTLIN23021691	29727402754		50042	ATK MK		50600000
DTLIN23021691	29727402754		50042	TTX TAX		8400000
DTLIN23021691	29727402754		62121	ATK		30435000
DTLIN23021691	29727402754		26060092			4565000
HTLRAM003	IN230 <mark>3</mark> 16	591	0507202303072023	94000000	89435000	4565000
DTLIN23031691	39727402755		25042	NULL	50042	94000000
DTLIN23031691	39727402755		50042	ATK MK		50600000
DTLIN23031691	39727402755		50042	TTX TAX		8400000
DTLIN23031691	39727402755		62121	ATK		30435000
DTLIN23031691	39727402755		26060092			4565000

19 Sep

- Review call with Himanshu for Interface File
 - Generated file:
 - Files being saved under General Folder as 'interface file' as writer format and downloads as docx.
 - Tested upload on txt file, comes as writer
 - Updated settings in Workdrive, uploads and saves as .txt now
 - Generated files to be saved under Team folder: Interface Files
 - Naming convention (as per sample provided): interface_file_07_to_11_jul_23.TXT
 - _2 if regenerated more times
 - Should have the workdrive download link in URL field in Custom module
 - Tax code
 - In Detail record, compare to example on files. The DR/CR codes within a section would be:
 - Invoice:
 - 50042, 62121, 26060092 CR
 - 25042 DR
 - Credit Note:
 - 50042, 62121, 26060092 DR*
 - 25042 CR
 - TBC, in some examples, Tax code is either DR/CR
 - Tax Code

- In line items only ZER, then it is ZER in header
- Once a line item has STD, the header tax is STD

Sup to travel but can't

Rs 25000

Refund from IATA

Not refund all.

Added penalty fee, add negative line >>

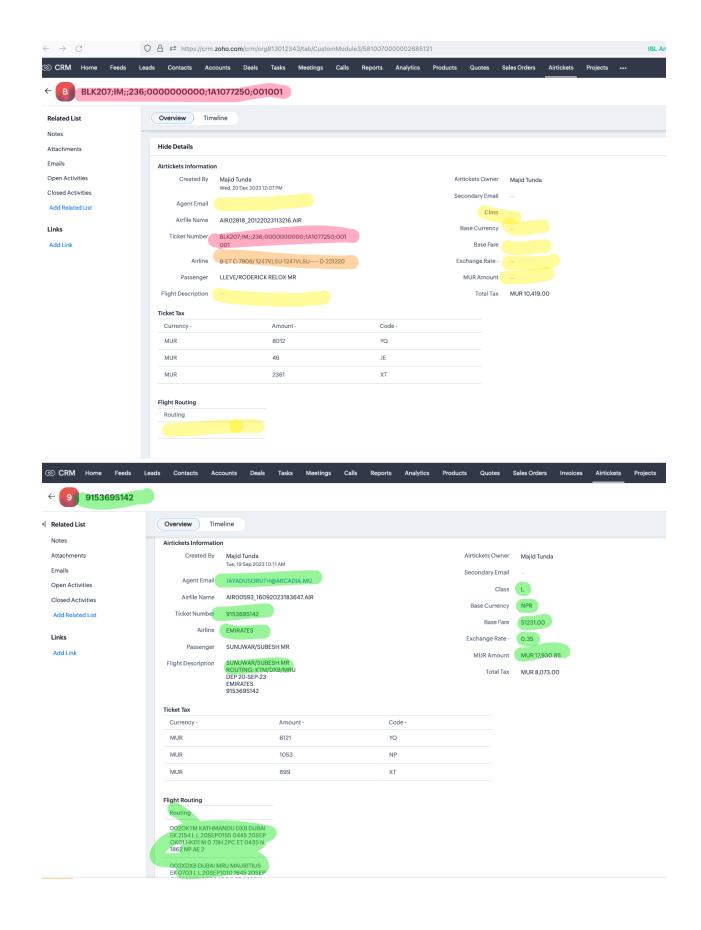
To provide 2 CR with interface file

10 Jan 2023

1. Testing/Fixing

1.1. Issues with Air tickets

1. Recent Air files fields are not being mapped:



1.2. Issues with AZM Export (Interface File)

Reference Files

- 1. Extract of interface files for the reference invoices:
 - a. extract for TIN2301610.TXT
 - b. extract for TIN2301684.TXT
- 2. Files as exported from Zoho
 - a. TIN2301610 Zoho Export.txt
 - b. TIN2301684 Zoho Export.TXT
- 3. Manually fixed files which were successfully imported
 - a. TIN2301610 Zoho Export Fix-8Jan.txt
 - b. TIN2301684 Zoho Export Fix-9Jan.TXT
- 4. Excel file with Comparison of values:
 - a. AZM Export Issues Compare IN2301610 & IN2301684.xlsx

Issues

- 1. Unmatched field values are highlighted and commented in Excel file.
- VAT code position in header record is incorrect, should be in position 201 instead of 213
- 3. Invoice number (Item Reference) should be same in respective header and detail record: highlighted yellow
- 4. The Line description (ticket number) should be for the respective ticket: highlighted red (right side are correct values)



5. The Customer Code should pull from the associated Accounts record if B2B else from the Contact record (B2C) in the Invoice/Credit Note.

2. Fine Tuning

2.1. AZM Export: Exclude previously exported transactions

1. If an export is run for an overlapped period of Start and End dates of a previous export, the transactions (invoices or credit notes) which have been previously exported should not be included again.

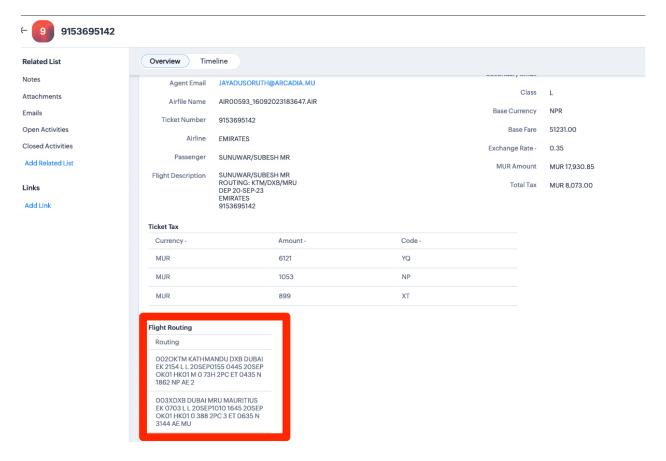


a. In the Invoice or Credit Note, you can create a lookup field to the respective AZM Export record, so that when the export runs again, it will exclude those records.

2.2. Unposted Billings of Air tickets Report

- 1. Whenever an Air ticket has been invoiced (to single or multiple invoices), the respective invoice number must be indicated in the Air Ticket record (lookup field).
 - b. So that we can extract a report of 'Unposted Billings', that is, air tickets which have not been invoiced.

2.3. Subform in Air Ticket module to show ticket breakdown



- 1. The Flight Routing subform currently shows each H-record as a row of single text field, the fields need to be broken down into columns:
 - a. Tattoo Number
 - b. Segment Number
 - c. Stop Over Id
 - d. Origin Airport Code
 - e. Origin City Name
 - f. Destination Airport Code
 - g. Destination City Name
 - h. Airline Code + Flight Number
 - i. Class of Service
 - j. Class of Booking
 - k. Departure Date/Time
 - I. Arrival Date/Time
 - m. Meal Code
 - n. Number of Stops
 - o. Equipment Type
 - p. Entertainment Code

- q. Baggage Allowance
- r. Checkin Terminal
- s. Electronic Ticket Segment Indicator
- t. Flight Duration Time
- u. Origin Country Code
- v. Destination Country Code
- w. Arrival Terminal
- 2. Refer to Excel file containing Airfile Field mapping

