(IBL Group) Arcadia Travel Project

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High-Level Project Overview

- Current System
    - 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/da4193560ffa4afe221f0982b9ee4f0b82f1100808362a29d9cc6df4e1ee51e4

Instance Details

Super admin: majidtunda@arcadia.mu

Password: N2BArc4d!a

01-Aug-23 - Assignment

1. 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

						Product Code
☐	Product Name All ▾			☰		
☐	HOTEL					
☐	SERVICE FEE					
☐	AIR TICKET TAX					
☐	AIR TICKET					

S.NO	Product Name	Quantity	List Price (MUR)	Amount (MUR)	Discount (MUR)	Tax (MUR)	Total (MUR)
1	AIR TICKET NAME/FIRST MR ROUTING: MRU/CDG/MRU DEP: 29-AUG-23 AIRLINE Ticket Number	1	30,000.00	30,000.00	0.00	0.00	30,000.00
2	AIR TICKET TAX Ticket Number	1	5,000.00	5,000.00	0.00	0.00	5,000.00
3	SERVICE FEE Ticket Number	1	5,000.00	5,000.00	0.00	0.00	5,000.00
4	HOTEL Hotel: Ritz Plaza Room Name: Terrace View Guest Name: Dinesh Maulloo Rooms: 1 Nights: 2	1	15,000.00	15,000.00	0.00 ⓘ	0.00	15,000.00

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) 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:

ARCADIA TRAVEL

ARCADIA TRAVEL LTD - John Kennedy Street - Port Louis - Republic of Mauritius
Tel :+230 2139310 , Fax :+230 2139320
Email :enquiries@arcadia.mu , www.iblgroup.com

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Name :

EAGLE INSURANCE LTD

VAT REG. NO. VAT20267200

BUSINESS REGISTRATION NUMBER: C09047549

Inv.Date : 28/06/23   Inv.Ref. : TIN/2301610

Address:

IBL HOUSE

CAUDAN

PORT LOUIS

VAT REG NO: - BRN: C06002277

Client Code : C100419   Your Ref. : PASCALINE

VAT INVOICE

	AMOUNT EXCL VAT	VAT RATE %	VAT AMOUNT	TOTAL AMOUNT
ANBAZHAGAN/KUMARAVEL MR ROUTING : MRU/DXB/MAA/DXB/MAA DEP 11-JUL-23 EMIRATES AIRLINE 176 9727402659	10,973.00	0.00	0.00	10,973.00
TAX 176 9727402659	2,389.00	0.00	0.00	2,389.00
SERVICE FEE 176 9727402659	434.78	15.00	65.22	500.00

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 Items

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

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
      i. 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
      i. 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.

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