UG-Manville, Alfred

Hi Alfred,

Please see responses below.

- Can multiple transactions be used and if so I'm assuming these get recorded separately?
  - This is not clear, please clarify
- Are customers without accounts still supported, if so, do they only have the ability to pay with 1 transaction on the spot or can they do multiple transactions on the spot?
  - All customer must have an account, you need to consider if creating the account could be part of the process of a sale.
- Is BGL a placeholder local currency in the reports or something we actually need to use?
  - Please look this up online.
- There seems to be multiple taxes on interline (LZ and OTHS) while domestic has just taxes, do these just get manually entered in (As I've seen in the example data) or calculated by something?
- On the example reports blank spots / placeholder values exist, do they need to be outputted on ours (And do they need filling in)?
  - You need to provide appropriate values for these, think about how they relate to the report.

EG:

Batch NBR	Curr. of SALE
Port of SALE	Curr. conv. RATE
Period	S.AGENT'S Code
Operator's Code	
Report NBR	Supervisor's code

- I'm assuming, based on the reports, in domestic sales, the separately entered USD and local values may not use conversion as the columns for conversion are not visible like they are in interline sales, is this true?
  - Consider the logic of what you're saying here. Is it good usability for the user to have to do the calculation themselves or guess? The system has set conversion rates, should these not be used for all such calculations? Also consider, just because something is not shown on the report does that mean it does not exist?

EG:

FARE BASE (BGL)	FARE BASE (USD)
30000	20
40000	30
50000	35
50000	35
50000	35
220000	155

FARE	AMOUNT	
USD	USD/BGL	BGL
300	1800.41	540123
250	1800.00	450000
250	1800.00	450000
250	1800.00	450000
250	1800.00	450000
350	1771.43	620000
1650		2960123

vs

Pretext for the next question:

For interline sales in local currency the rate of US Dollars (USD) in local currency must be provided. The rate used is the one specified by the National Bank on the day of the sale.

- In real life, transactions not done on the same day may have a different conversion rate, I'm assuming we use the conversion rate of the day of transaction and not the day of sale in regards to payments made after the date of sale?
    - I understand your reasoning here, however, from an accounting standpoint, the sale is the important thing. This is what is recorded in the company's accounts etc. The Payment is then matched up with it. So the conversion is always on the sale value and this is what is paid. The customer will pay in the local currency and pay the amount calculated at the time of sale.

Pretext for the next question:

In case of a blank being lost or stolen the airline demand that this be immediately reported so that the blanks can be blacklisted through the global reservation system and cannot be used by malicious people. The reporting of theft/loss, however, is neither part of the existing AirTicket Sales nor required for the new software.

- I'm assuming this is should just be carried out by marking the blank as blacklisted?
    - This means that you do not need to implement an alert system to AirVia about the situation, you do still need to record the fact in your system. How you do this and what level of granularity you apply is a point to consider.

Pretext for the next question:

Agent's log file (when and what has been returned to the airline), but records about the returned blanks are not kept in the Travel Agent's database.

- At the moment, my database supports marking a blank as returned (Is this not meant to be and, if it is not, how would you be able to work out if a blank has been returned as you should not be able to reassign a returned blank nor sell it)?

- What you've done seems logical, this is more about the process of returning them, as with the previous point.

On a general point, this email is intended for the customer, however, there is not context around it. Think about how you present your questions. This is akin to a list of demands, remember the pleasantries - the customer is paying you after all.

Kind regards,
Martin