**Overview**

Stella was a bespoke system created in 2002, its main function is to reconcile the ticketing & other flight costs for our scheduled flying business. It reconciles the different systems and produces reporting on any discrepancies.

This document outlines the high level requirements for its replacement. The main benefits of a new solution is the removal of manual loading of AIR files or BSP documents. Plus the automatic production of two reconciliation reports that analyse

1. costs in the AIR files to Travelink costs
2. cost in the AIR files to the BSP file

The system must hold all information from Travelink, BSP & AIR files at PNR level going back 7 years. The system needs to be able to recognise various currencies.

**Detailed Requirements**

The solution requires a phased delivery, Phase 1 will include take on of existing data, will ensure we have a reconciliation process for the three way matching between Travelink, AIR files and BSP hotfile, it also includes the requirements for a worklist to aid the loading and reconciliation process. Phase 2 covers the ability to extract the AIR files cost data back into Travelink, this requires our Travelink support company to be involved and archiving requirements.

**Phase 1**

**Reconciliation requirements**

The solution should compare the data from the different systems involved in managing our schedule ticketing and associated costs.

Two worklists must be available on screen and needs to be available as an export to Excel.

1. Differences between AIR costs to Travelink costs, at PNR level for Fare, Fuel & Other tax.
2. Differences between the AIR files and the BSP hotfile.

Any updates made to Travelink data should be reflected in the worklist after the daily load has been imported. Data to be stored cumulatively so that calculations for prepayments, accruals can be stored.

**Source files**

The solution require four feed types to be loaded without the requirement for manual intervention. The load solution needs to be flexible so that it can be updated to cope with any new transaction types or changes in file format without the need for consultants to make the amendments.

1. AIR files (tickets, re-issues, refunds & re-values and any other amendment that feeds from the AIR file) will be automatically loaded into the solution, without any manual intervention.
2. BSP documents will be automatically uploaded into the system. (ADMs & ACMs on date of receipt, MANs & RAAs on date of approval). Where multiple bookings are on a single ADM these need to be loaded as separate transactions. The solution should hold all the records associated
3. Travelink data will be automatically loaded nightly.
4. Monthly BSP Hotfiles will be automatically loaded into the system.

There should also be a manual workaround for dealing with failures. This should include a Dashboard that holds a list of files that have successfully loaded and those that have failed to load. Allowing for them to be reloaded after the issues have been resolved.

**Additional Functionality**

After investigation into a discrepancy, we require the operative to allocate a Source and a Reason to the discrepancy. Ability to add documentation to the record and the recording of users IDs when records are updated along with the date of the update.

The solution should allow for matching using different reference fields. It should also allow for the manual allocation of ADM’s and ACM’s in the case were there is not a one to one match.

**Security**

The system must be secure for data protection purposes. Access to be provided and authentication using Active Directory.

**Reporting fields required**

Reporting will be required from an in-house data warehouse, it should be compliant with Microsoft SQL Server 2014. These fields should be available in the worklist and exports as well as the ability to filter using these two additional fields. Data can be searched for using the following specific fields;

TL Booking ref

Amadeus PNR

Ticket No

Document no (including ADM / ACM no)

IATA no

Airline

Date of Issue

Date of Departure

Pax name

Brand / Branch Code

Refund No

Header comment field

Detailed comment field

Source code

Reason code

Stored document available (Y/N)

Flag status  
Comment Last Updated date  
Comment updated by (AD login ID)

**Phase 2**

**Travelink development required**

There is a need to produce an extract file (within agreed parameters outlined in Appendix 2) to update Travelink data with the costs provide by the AIR file. Items not included in this extract will need to be manually processed by either accepting or rejecting the differences until further investigation is carried out.

The Travelink cost needs to be at a TST level (ticket level)

Any changes made should be stamped in the history of the booking, with a clear audit trail in Travelink.

**Archiving Requirements**

Live data is data that relates to a flight that has a return date of less than two financial years old, i.e. (if today is 19/06/2016, then all data relating to flights that had a return date earlier than 30/09/2013**.)** There is an additional IATA requirement to keep data for 7 years, so we would need an online archiving facility to facilitate this requirement.

**Appendix 1**

Codes table

|  |  |  |
| --- | --- | --- |
| **Code** | **Description** | **Generated by** |
| Ticket | Issued Ticket | Amadeus (AIR file) |
| Exchanged Ticket | Any change to itinerary | Amadeus (AIR file) |
| Voided Ticket | Cancelled tickets | Amadeus (AIR file) |
| EMD | Electronic Miscellaneous Document | Amadeus (AIR file) |
| Refund | Refund | Amadeus (AIR file) |
| Failed Tickets | AIR file fails upload | Amadeus (AIR file) |
| ADM | Airline Debit Memo | BSP link |
| ACM | Airline Credit Memo | BSP link |
| RAA | Refund Application Authority | BSP link |
| MAN | Manual Adjustment Notice | BSP link |

**Appendix 2**

Parameters for Phase 2 for the extract file to feed cost back into Travelink to be provided later.

**Appendix 3**

Current data flows of the Stella solution