Airline Debit Memo Tracker (ADM Tracker)

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1. EXECUTIVE SUMMARY

1.1 Introduction

The application will be used by Audit and Accounts team to track all Airlines Debit Memo raised by Airline on the BSP Platform.

1.2 Objective

The process currently is being executes offline with the help of Google Sheets. The information entered in these sheets is for a financial/calendar year. In the existing Google sheets, there is a problem with the limitation on the number of transactions which can be entered along with performance issue. This can be avoided with surety of capturing of the data along with timely provision of the same to the Accounts team for respective action.

1.3 Scope

A simple module to manage the debit memos, to be shown against a ticket number. There will a UI page available to the below teams:
1. Audit Team – To enter details pertaining to the ADM against Ticket ID
2. Branch – To provide necessary information on the Ticket ID and ADM. Additional information provided below.

The UI page will contain the below process and statuses for the ADM's raised by Airline:
Process:
1. Audit Officer to enter Ticket ID/ADM No.
   a. Ticket ID is entered, details like Office ID, Branch etc. will be pulled from Daily Sales Report.
   b. ADM No is entered then, user will have to enter Office ID.
2. Audit officer will then enter
   a. ADM Amount
   b. Reason for raising ADM
   c. Remarks.
3. Based on the details entered above, the assigned branch will receive a notification.
4. Branch user/manager will open the ADM and select whether the ADM is to be
   a. Debited to RIYA Branch
   b. Debited to Sub-Agent
   c. Dispute

5. The ADM case is considered "Closed" under the below circumstances:
    a. Debit to RIYA Branch
    b. Debit to Sub-Agent
6. If ADM status is selected as "Dispute"
    a. Audit team will receive a notification
    b. ADM Case to be assigned to Audit Team for further action
7. Audit team after following up the case with the Airline, they will then have an option to change status to: (After this stage the ADM case will be considered closed)
    a. Debit to RIYA Branch
    b. Debit to Sub-Agent
    c. ACM Received with provision to add ACM No.
    d. Delete the ADM.

Masters:
1. User Master -> Employee ID, Name, Branch, Active/Inactive, Role, Email ID
2. Role Master -> Audit Manager, Audit Officer, Branch Manager, Branch User
3. Office ID-IATA Master -> Office ID, IATA Number, Active/Inactive
4. Branch-Office ID Mapper -> Branch Name, Office ID, Active/Inactive
5. Reason Master
6. Status Master - > Debit to Riya, Debit to Sub Agent, Dispute, ACM Received, ADM Deleted.

2. AS-IS PROCESS

As on today, Audit team is managing the debit memos raised by Airlines on the BSP platform on the Google Sheets. The data on google sheets is humongous and therefore difficult to manage/track as well as there are chances that the same may get crashed.

3. ASSUMPTIONS

1. DSR is up and running so that details related to the Ticket ID can be fetched automatically.
2. Office ID and Branch are properly mapped.