

Integrated Tour & Travel Online System (ITTOS)

© 2003, Sentra Solusi Informatika (<http://www.sentrasolusi.com>)

1. Overview

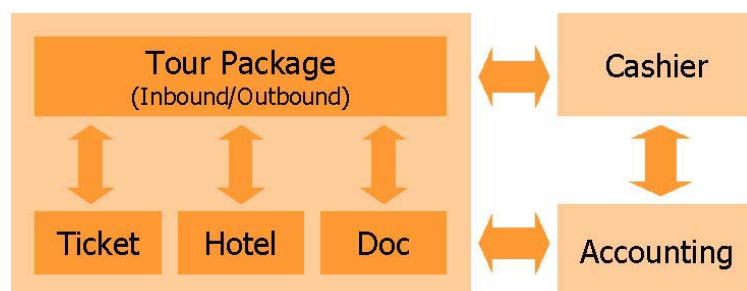
Integrated Tour and Travel Online System (ITTOS) is an integrated software application that is designed to serve all front office and back office transactions of a travel agent. Additionally, it can also access MIR data that is generated by Galileo GDS, especially the airline ticket bookings.

The software uses Graphical User Interface (GUI), very easy to use, fast to implement, easy to maintain, and competitively priced compared to similar product offerings in the market. It run on PC-based systems, using Microsoft Windows client-server technology.

A typical software components used are:

- Microsoft Windows 2000 Server (for the server operating system)
- Microsoft Windows 2000 Professional (for the client computer)
- Microsoft SQL Server 7.0 Standard Edition (for the database server)
- Microsoft Access 2000 (for the software application front end)
- Microsoft Visual Basic (for software coding, MIR engine reader, and other utilities)

Following is a simplified diagram inside the software package:



The following sections will describe the functionalities of each module above in more details. They will describe main menu items inside a particular module.

2. Modules

□ *Ticketing*

- Letter of Guarantee (LG)
 - A travel agent will issue this document when it orders products from another travel agent.
 - Normally it is used for ordering tickets from other agents. The document will then be used as a reference for invoicing purposes.

LGND	03000548	Order Date	11-Jul-03	Status	
Sub Agent	MALAYSIAN AIRLINES	Due Date	11-Jul-03	Print	False
Ref No	90/REF/10-2003			User	
AirlinID	Malaysia Airlines			Paid by PV	
Order Ticket	2	Bulk Flag	<input type="checkbox"/>		
Type	International				
Amount Of	USD 700.00				
Names	Mr. Herman Susilo Ms. Nanie Atmajaya				
Route	JKT/SIN/KUL/SIN/JKT				
PNR / Booking Code	G93HUD				
Stretches / Description	MH 388 G 01JUL CGKJKT 0720 OK				

Record: 1 of 1

Demo Tour

- **Maintain Ticketing Parameter Code**
 - This is used to enter codes or IDs needed by the system to produce all necessary processes, such as Airline Code, ID, Name, Destinations, etc.
- **Maintain Stock Ticket**
 - All blank tickets have to be registered / entered in the Stock Ticket table
 - This procedure is used to keep track all tickets stock available and its related sales invoice.
- **Maintain Ticket Price**
 - Used to enter ticket price based on airline code, destination, class type, fare type and validity.
- **Invoice**
 - Data in the ticket invoice can be generated from different sources:
 - Galileo GDS.** In this method, the system will use the text file generated from Galileo (MIR) by entering a booking code (PNR). The acquired information will be filled into the relevant fields automatically in the invoice.
 - Manual Entry.** If the booking is made using other GDS, or for one reason or another the data is not available from Galileo (MIR), a manual input is required using this option. The user needs to type in all information required in the invoice.
 - Letter of Guarantee.** This option is used when the ticket is sourced from other travel agents. By entering an LG number, certain fields will be filled in automatically.
 - An invoice can be paid by Cash or Credit based on customer type or management policy. Usually those who can pay by Credit is special customers or corporate customers. The credit limit amount for these customers is already entered in the Customer table.
 - Each invoice can be paid by maximum 3 (three) different currencies.
 - One invoice can have several booking codes (PNR). Each booking code can have one or many tickets. On the other hand, one booking code can be used by several invoices. This usually happens if the passengers want to pay the invoice separately.
 - Every invoice will calculate the commission for certain contact person if applicable.
 - An authorization is required in one of these circumstances: sales profit margin (sell price subtracted by net price) is below a predetermined amount, invoice cancellation, over credit limit transaction, due date more than the allowed period, discount rate for the sales person over the defined limit.
 - Additional Invoice is used to invoice additional items such as admin fee, cancellation fee, insurance, etc. which sometimes incurred after the main invoice is already issued. Basically it can be used by travel agents to charge items in addition to the original invoice.
- **Reports**
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - Ticket Sales By Airlines
 - Favourite Destinations and Airlines.
 - BSP report.
 - PS3 report.
 - Ticket Stock Availability.
 - Sales by Domestic / International tickets, by Date or by User.
 - Summary of Letter of Guarantee.
- **Document**
 - **Maintain Document Price**
 - To fill in the nett price, sell price, and fee for travel document arrangement (usually Passport and Visa). The price is differentiated by issued locations and passengers age (Infant, Child, Adult).
 - **Reservation**
 - Entering customer and passengers data for travel document arrangement service.
 - From the above price table, the amount to be paid by the customer and the cash advance needed by the officer that will make the arrangement can be calculated.
 - **Cash Advance Request**
 - The document staff will need some cash advance to go to the embassy or immigration for the passport / visa arrangement based on the reservations.

- One Cash Request can be used for several document reservations. A Cash Request that has been approved (usually by Accounting / Finance Department) can be used to withdraw money from the Cashier.
- Invoice
 - Create a Document Invoice by entering a reservation code (Book Code).
 - Other rules in Ticketing Invoice are also applied here, such as currencies, commissions and authorizations.

- Reports
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - o Reservation by Date / Customer / Status / UserID.
 - o Cash Request by Date / Status / UserID.
 - o Sales by Date / Document Type / Status / UserID.
- Hotel
 - Maintain Hotel & Price
 - Entry hotel price based on supplier, room type, class type and validity.
 - Reservation
 - For entering customer reservations (hotel name, check in, check out, etc).
 - The system will generate an email based on the reservation and send it directly to the hotel or its supplier.

- **Invoice**
 - To create a customer invoice based on the hotel reservation.
 - Hotel vouchers will also be created here.
 - Other rules in Invoice are also applied here, such as currencies, commissions and authorizations.
 - **Reports**
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - Reservation by date / customer / hotel / country / city / status / UserID / contact name / room night / check-in date.
 - Sales by date / hotel / country / city / status / UserID.
- **Cruise**
- **Cruise Maintenance**
 - Data entry for the cruise package product (product id, destination, cabin type available, price, etc).
 - **Reservation**
 - Data entry for cruise reservation (customer details, passengers, cabin type, departure & arrival date, etc.)
 - The system will also generate an email based on the reservation and send it directly to the supplier.
 - **Invoice**
 - Create invoice based on cruise reservation.
 - Create vouchers.
 - Other rules in Invoice are also applied here, such as currencies, commissions and authorizations.
 - **Reports**
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - Reservation by date / customer / CruiseID / status / UserID / sailing date.
 - Sales by date / CruiseID / status / UserID.
- **Tour**
- **Tour Estimate**
 - This facility is used to estimate the cost of running a specific tour and calculate all associated costs such as ticket, hotel, guide, land tour, tour leader, tips, airport tax, etc.
 - The quotation is calculated based on a certain assumption (the number of participants). The total cost is used to determine the selling price or profit margin desired.
 - The original currency used to calculate the components can be up to 5 (five) different currencies.
 - **Maintain Flight Schedule**
 - To enter flight schedules of the required tour.
 - **Maintain Hotel Details / Schedule**
 - To enter hotel details used by a particular group tour (dates and length of stays).
 - **Incentive Tour**
 - A customized tour that is organized and designed to satisfy a specific customer requirements (usually corporate customer). The customer will specify the routes, places of interest to be visited, hotels, stopovers, etc.
 - Unlike the normal Group Tour that is calculated based on a certain number of participants, the Incentive Tour can be used to calculate any combination of participants, with any combination of tour components, therefore the price for each participant could be different.
 - **Reservation**
 - Registering tour participants by entering participants details (name, tour code, date of birth, passport, etc.)

- The reservation can be used to calculate how many participants would join the tour, so management can decide whether to continue the tour or not.

- **Invoice**
 - Create customer invoice from the reservation
 - One booking code can be used to create several invoices.
 - Additional components which have not been included in the tour quotation, can be added to the invoice details here. For example: fiskal, airport tax, deviation, etc.
 - Authorization is required when profit margin below a certain limit, invoice cancellation, over credit limit, discount rate above given limit.
- **Create Memo for Tour Tickets**
 - To create a memo to Ticketing Department to issue all tickets required by the tour participants.
- **Reports**
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - o Generate Vouchers
 - o List of Flight Schedule & Hotels.
 - o Rooming List (participants room grouping, total number of rooms, etc).
 - o Passport List
 - o Visa List
 - o Quotation by tour type / status / region code.
 - o Reservation by date / tour code / customer / status / UserID.
 - o Sales Report by date / status / tour type / UserID.
 - o Tour cost summary.
- **Other Products**
 - **Invoice**
 - This facility is used to generate invoice for miscellaneous products other than Ticket, Hotel, Document, Cruise, and Tour. For example: insurance, government stamp duty, and other additional things.
 - All prices and details are entered manually.
 - **Reports**
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - o Sales report by date / product / UserID.
- **Cashier**
 - **Maintain Cheque**
 - This is used to enter cheque details at cashier as a payment from customers. The details entered are the cheque number, bank name, date and amount.
 - **Maintain Credit Card**

- This is used to enter credit card details at cashier as a payment from customers.
- **Maintain Bank Transfer**
 - This is used to keep track the transactions within the travel agent's bank accounts.
- **Down Payment Transaction**
 - This is used to enter customer's down payment.
 - One down payment can be used for several invoices in the final transaction.
- **Invoice Transaction**
 - This is used to pay customer invoices.
 - The payment method can be cash, cheque, transfer, credit card, debit card, etc. with several different currencies.
 - All invoice normally use up to 3 different currencies (printed in the invoice form). However, in the cashier, the customers can use unlimited combination of currencies, as long as it is already defined in the system.
 - If there is still an outstanding amount, an authorization is needed before the transaction can proceed to the next step (ie. validation & journaling).
 - Additional charge for credit card payment is calculated automatically by the system.
 - After all requirements are fulfilled, the system will validate the invoice by printing a 'cashier validation' at the bottom of the invoice (ie. Amount paid along with the payment method and currencies used).
- **Receipt Voucher Transaction**
 - To accept the amount of money stated in the Receipt Voucher (a form normally created by Finance Dept) for any non-invoice receivable.
- **Payment Transaction**
 - To pay the amount of money stated in the Payment Voucher (a form normally created by Finance Dept) for any company expense or payment to third party (including AP).
 - The payment method can be cash, cheque, transfer, etc.)
- **Reports**
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - List of Currencies.
 - Cashier Transactions (Detailed & Summary) by transaction type / payment method / UserID.
 - Cash Flow.
 - Bank Statement.
 - Down Payment Summary.
 - Outstanding Cheques / Credit Cards.
- **Print Utility**
 - Invoice printing process can be centralized and printed by a certain person (for example by the cashier).

□ **Accounting**

This module deals with all sorts of finance and accounting reports needed by the company. It has routine processes such as EOD (End of Day), EOM (End of Month) and EOY (End of Year). These processes can be executed anytime depend on the system parameter already determined by the management.

- **Maintain Chart Of Account (COA)**
 - This Chart Of Account table is used by all journaling process in the system and also for most financial reporting functions.
- **Journal Memorial**
 - This is used by the Accounting Dept to create special transactions that affect the Chart of Accounts directly. For example, beginning balance of each account, adjustment for unbalanced account, transactions generated outside the front office counters.
 - This facility should be used by authorized users only. Authorization process is required if entered by unauthorized UserIDs.
- **Create Payment Voucher (PV)**
 - Payment Voucher is a form used for any withdrawal of money from cashier.
 - Consist of several types such as Expense, Account Payable, Cash Advance, etc.
 - All payments have to be authorized before can be cashed in the cashier.

- **Create Receipt Voucher (RV)**
 - Receipt Voucher is a form used for all sorts of money received from other sources except the invoices.
- **General Ledger (GL)**
 - EOD / EOM / EOY Posting and UnPosting.
 - The posting process is used to check outstanding transactions and create accounting reports needed every end of month.
 - Days of Limitation of EOD / EOM / EOY depend on the company policy.
- **Reports**
 - Flexible sequence and range options.
 - Output to screen or printer.
 - Standard Reports
 - List of Chart Of Account.
 - List of Invoice Due Date.
 - Customer Commissions.
 - Payment Voucher Summary by payment type / department / status.
 - Receive Voucher Summary by receive type / department / status.
 - Payables Summary.
 - Receivables Summary.
 - Aging Schedule.
 - Client Activity.
 - Forex Gain & Loss.
 - Ledger.
 - Trial Balance.
 - Income Statement (Profit & Loss).
 - Balance Sheet
 - Journal Summary
 - Etc.

□ **Master Tables**

- **Customer**
 - Consists of several types of customers.
 - Keep Commission is a facility to record commissions to be given to customer contact person. Commissions can be withdrawn immediately or after accumulated to a certain amount. Contact person from a corporate customer can be many.
 - Credit Limit is a special facility given to a customer to pay on credit. The credit limit and payback period already determined by management. Those who have this facility are usually Corporate customers, Agents, and Branches.
 - Black List is a facility to maintain bad customers records. Blacklisted customers are no longer can purchase anything on credit.

- **Supplier**
 - This form is used to maintain suppliers data in the system. This information will be used by all sorts of processes, from creating invoices, journals, up to calculating the amount of payable (AP) to the suppliers.

- **Currency & Rates**
 - To define the type of currencies used in the company and to enter the currency rates used for daily transactions and journaling.
 - All transactions using foreign exchange currencies will be kept in the system journal in its original currency as well as the converted amount in Indonesian Rupiah (IDR). This conversion is necessary for forex gain and loss calculation at the end of the month.
- **User ITTOS**
 - Each user is required to authenticate to ITTOS by providing UserID dan Password.
 - A UserID and Password is given to each user. The user can then change the password as desired.
 - Each user can be defined flexibly to have different level of authorization (or a different set of functions). For example, User A from ticketing can be authorized to cancel an invoice but cannot print an invoice, while User B from the same ticketing department cannot cancel an invoice but is authorized to print an invoice. This facility is up to the management to define, based on the level of control or security desired.
 - Each user can also be given a “Minimum Profit Margin” and “Maximum Discount Level”. For example, two users from the same department may not have the same discount level to the same customers.
- **Country, State & City Maintenance**
 - This is used to maintain country, state and city parameters in the system.

--- End of Document ---