TravelOperations

Solution Overview

What do we see

Old systems

- Lack of business support
- Lack of integration
- Expensive to maintain

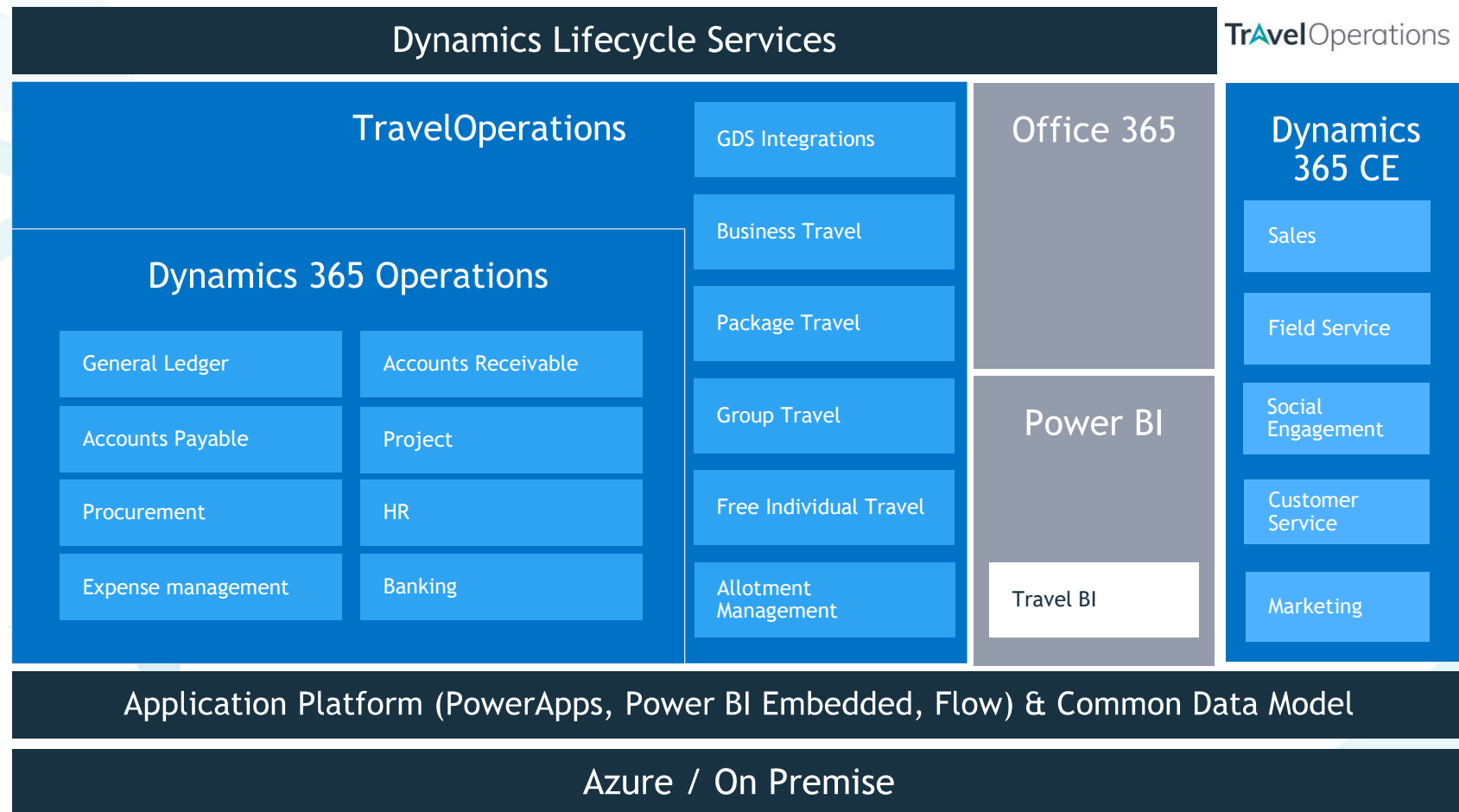Impossible to scale the business

Many manual and inefficient processes

Many versions of the truth

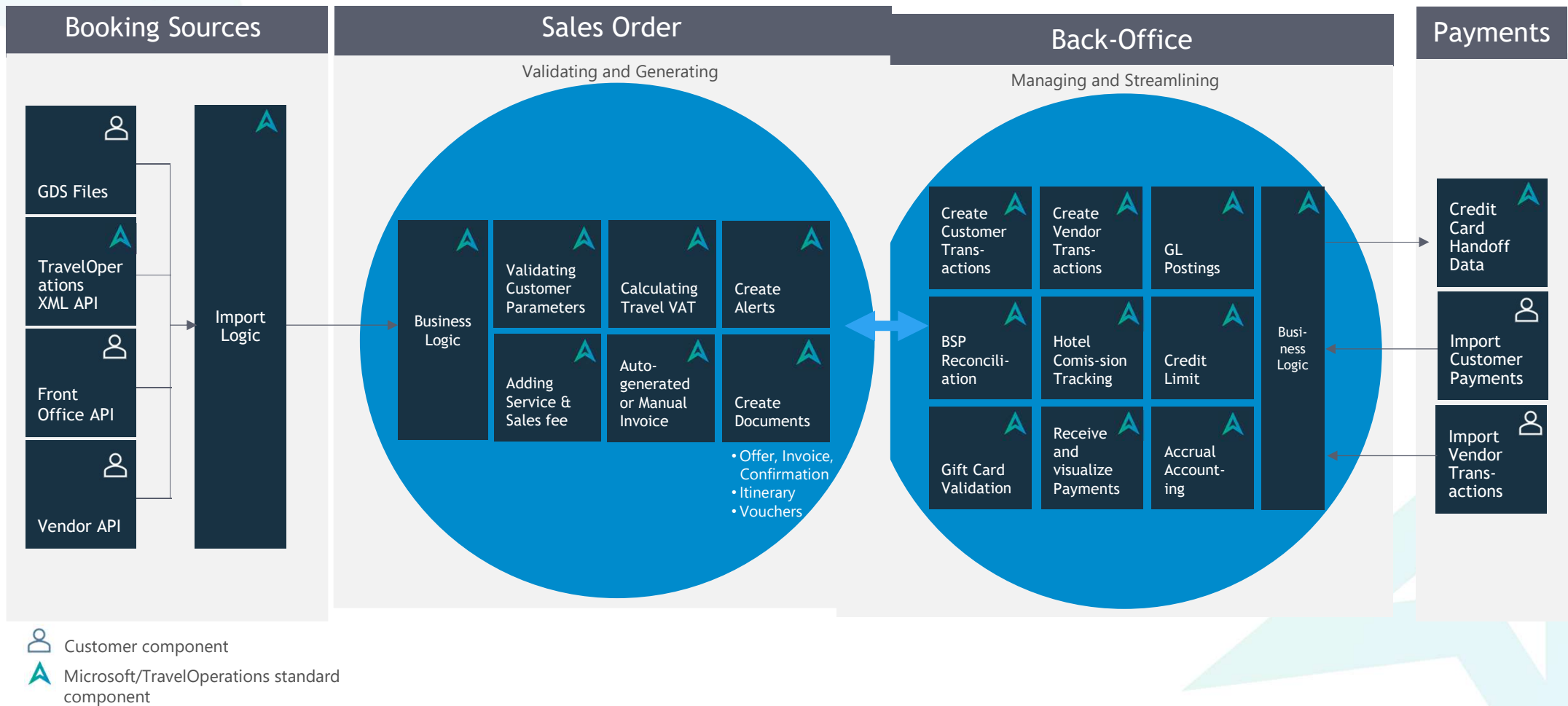Spending alot of time and money keeping up with compliance and security

Solution Landscape

TrAvelOperations

Dynamics Lifecycle Services	TrAvelOperations

TravelOperations

Dynamics 365 Operations		GDS Integrations	Office 365	Dynamics 365 CE

Dynamics 365 Operations

General Ledger	Accounts Receivable
Accounts Payable	Project
Procurement	HR
Expense management	Banking

GDS Integrations
Business Travel
Package Travel
Group Travel
Free Individual Travel
Allotment Management

Office 365

Power BI

Travel BI

Dynamics 365 CE

Sales
Field Service
Social Engagement
Customer Service
Marketing

Application Platform (PowerApps, Power BI Embedded, Flow) & Common Data Model

Azure / On Premise

Logical Architecture

TrAvelOperations

Booking Sources

GDS Files

TravelOperations XML API

Front Office API

Vendor API

Import Logic

Sales Order
Validating and Generating

Business Logic

Validating Customer Parameters

Calculating Travel VAT

Create Alerts

Adding Service & Sales fee

Auto-generated or Manual Invoice

Create Documents
- Offer, Invoice, Confirmation
- Itinerary
- Vouchers

Back-Office
Managing and Streamlining

Create Customer Trans-actions

Create Vendor Trans-actions

GL Postings

BSP Reconcili-ation

Hotel Comis-sion Tracking

Credit Limit

Busi-ness Logic

Gift Card Validation

Receive and visualize Payments

Accrual Account-ing

Payments

Credit Card Handoff Data

Import Customer Payments

Import Vendor Trans-actions

👤 Customer component

🔺 Microsoft/TravelOperations standard component

Extending D365FOEE with Travel Functionality

The TravelOperations ISV is a module as all other modules in D365FOEE. The Module is build to add travel functionality on top of especially the AR, AP and GL processes – though still utilizing the business logic of these modules.

The different types of "products" are managed via the standard D365 Product Table extended with travel specific information.

The product utilizes the wide range of functionality in D365FOEE like workspaces, embedded Power BI analytics, Data Management etc.

TRV 🔍 💬 🙂 ⚙ ? JS

Cash and bank management
Common
Consolidations
Cost accounting
Cost management
Credit and collections
Demo data
Expense management
Fixed assets
Fleet management
General ledger
Human resources
Inventory management
Master planning
Organization administration
Payroll
Procurement and sourcing
Product information management
Production control
Project management and accounting
Questionnaire
Sales and marketing
Service management
System administration
Tax
Time and attendance
Transportation management
Travel
Vendor collaboration
Warehouse management

◢ Workspaces

📇 **Sales Order Management**

📋 **BSP/ARC Reconciliation**

A **Hotel and Car commission**

A **Ticket center**

A **Integration and monitoring**

📇 **Travel**

◢ Common

All Travel sales orders ★
Search Group travel
Select items
TOQ
Alerts - event inbox
Create alert

Calculation

◢ Inquiries

Order lines
E-mail log
▷ Administration
Invoice lines and Commission Split
▷ GDS information
▷ Package tour
▷ Group travel
▷ Credit card token

◢ Reports

▷ Accounts payable
▷ Accounts receivable
▷ Travel reports
▷ Statistics

◢ Periodic

Scanning
▷ GDS Scanner
▷ Allotment
▷ Reconciliation
▷ Ticket center
▷ Ledger

▷ Accounts payable
▷ Credit card
▷ Marketing
▷ Sales order
▷ Administration
▷ Refund V2

◢ Setup

Parameters
▷ Accounts receivable
▷ Financials
▷ Accounts payable
▷ Base data
▷ Service fees
▷ Texts
▷ Credit card token
▷ Itinerary
▷ GDS
▷ BSP/ARC
▷ Calculation
▷ Group travel
▷ Allotment

▷ Campaign
▷ Ticket center
▷ Administration

Booking to Cash

TrаvelOperations

Trailer log

FILTER

Filter

◉ All ○ Only OK ○ Only errors

Overview | General | Error log

✓	ID	File name	Loaded	Time	GDS reader ID	PNR	Inserted at order	Moved to sales order	Status	Result
	TRV-000012	C:\FilePaths\GDS import\Import...	11/29/2017	12:53:46 AM	TRV-000009	3041LR-20170705	TRV-000065		Processed	OK
	TRV-000013	C:\FilePaths\GDS import\Import...	11/29/2017	04:44:15 AM	TRV-000009	3481LR-20170705	TRV-000066		Processed	OK
	TRV-000014	C:\FilePaths\GDS import\Import ...	11/29/2017	04:44:28 AM	TRV-000009	2LPHIX-20160304	TRV-000067		Processed	OK
	TRV-000015	C:\FilePaths\GDS import\Import...	12/2/2017							

Sales Order Management

Summary

5 My open sales orders	**6** My teams open sales orders	My Alerts
3 My open invoices		My open sales orders
		My invoiced sales orders
		My teams hotel commission transactions

🔍 Filter

✓	Sales order ↑	Customer account number	Customer name	Creation date
	TRV-000104	50215	Thomas Kümpel	12/4/2017
	TRV-000105	50215	Thomas Kümpel	12/4/2017
	TRV-000106	1170200001	Struggels	12/4/2017
	TRV-000107	TravelO	PJ address 1	12/4/2017
	TRV-000108	TravelO	PJ address 1	12/4/2017

Sales order lines

+ Add line | 🗑 Remove | Sales order line ⌄ | Financials ⌄ | Sales tax | Print ⌄ | Allotment ⌄ | Travel ⌄ | Price calculator | Service fee

✓		Product category	Product number	Ticket number	Product description	Invoice no.	Traveler	From date	To date	Destination code
✓	✈	Flight TKT	ACAIR	1575164735	Air Canada		Sean Howard Mclean	7/14/2018	7/15/2018	YUL
	🛏	Pay directs	RTYUL27062		NOVOTEL MONTREAL CENTRE		Sean Howard Mclean	7/14/2018	7/15/2018	YUL

Sales order mgmt Workspace

Sales Order Form

Sales Order Details

BSP/ARC Rec. Workspace

Reporting

- Canned reports for D365FO and the Travel vertical
- Power BI & Workspaces
- Excel and office integration
- Handoff data – BI, DWH, Enhanced data, Prism etc.

Power BI
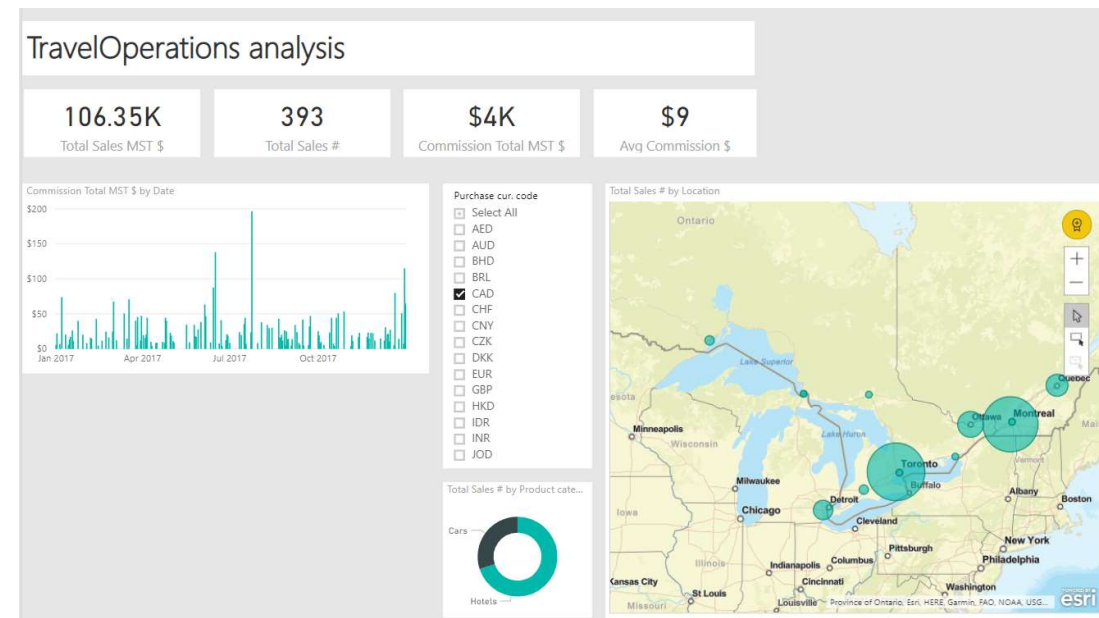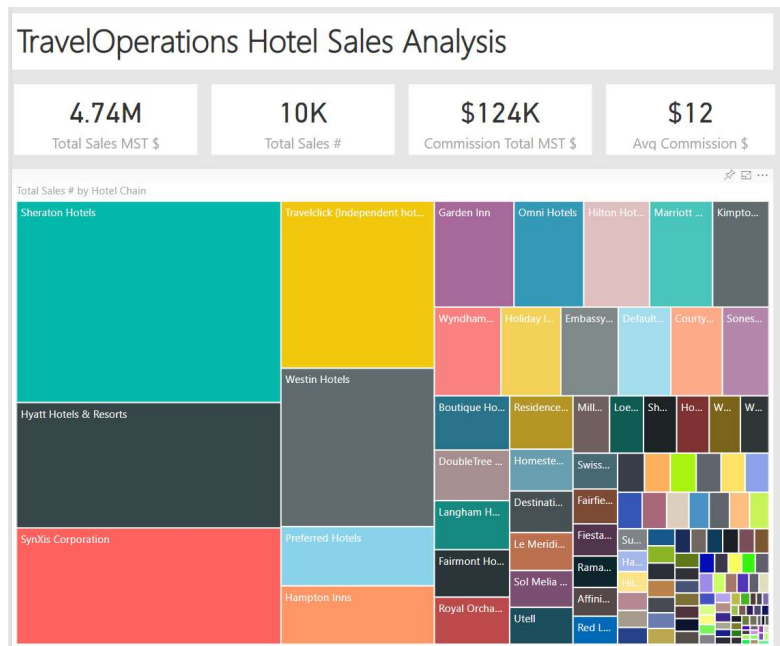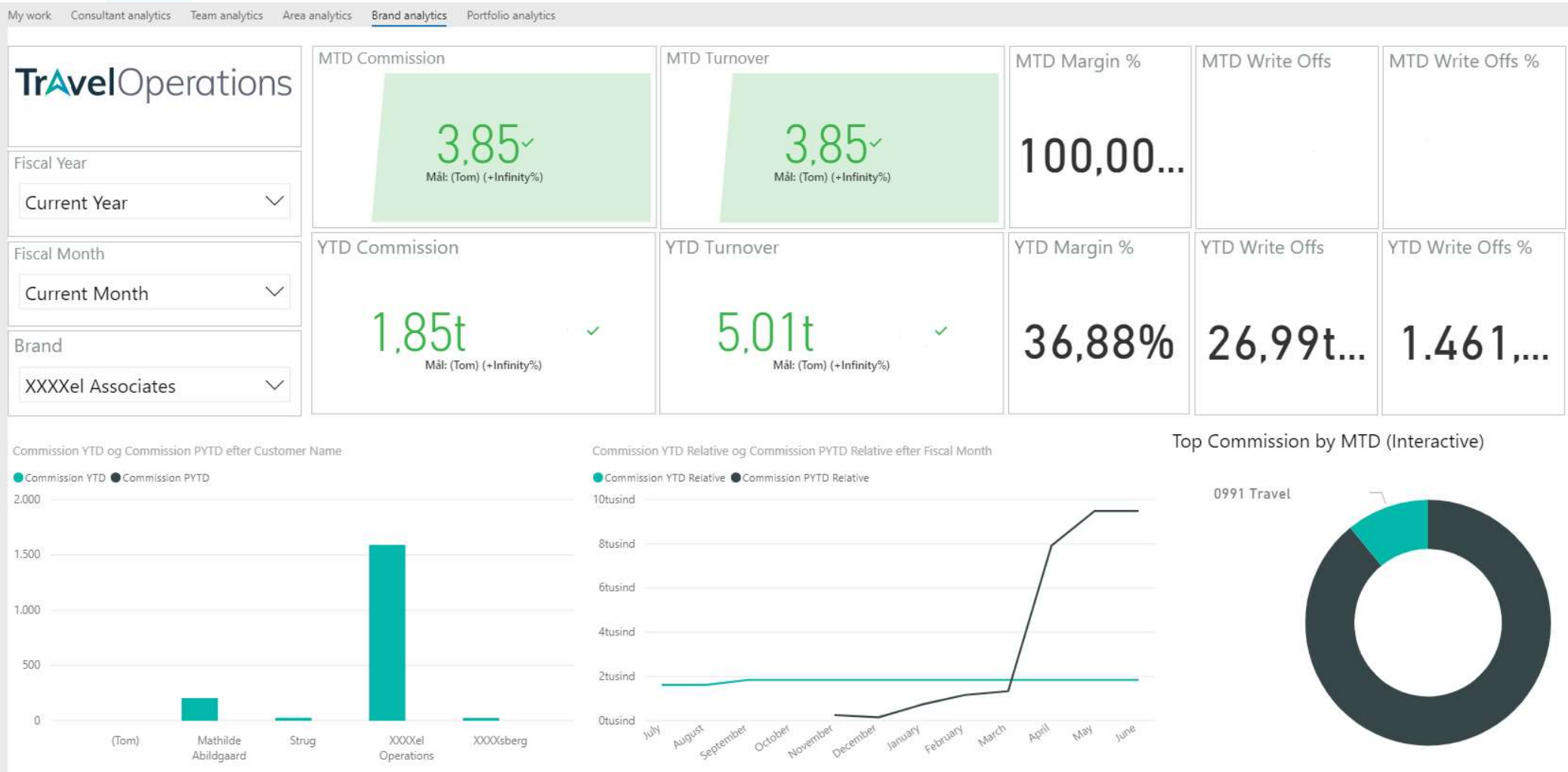
Functionality

TrAvelOperations

GDS import

The GDS import framework is an engine designed to integrate not just the main GDS' (Amadeus, Sabre and TravelPort) but also any other booking source providing structured formatted layouts such as XML, JSON, TXT etc. and supports communication channels such as VPN, Web service or similar.

Service fees

Providing a sophisticated matrix based on booking channel, itinerary details, customers, ticket type and value, the Travel Operation service fee module will meet the request for high level of automation and control of service fees.

Periodic service fees

Utilizing the advanced service fee matrix it is possible to offer your customers one common service fee invoice periodically with individual payment terms and interval as per request

Functionality

TrAvelOperations

Sales fees

An additional module offering the ability to add fee based on number of PNR's, Sales orders or per invoice. The ability to bundle fee on multiproduct sales.

BSP/ARC reconciliation

BSP and ARC is integrated in Travel Operations providing you with the highest level of control, making sure that all flight tickets are invoiced correctly and validates that all transactions charged from the BSP vendor is reconciled easy and efficient.

Credit card handling and reporting

Supporting numerous standard layouts and the required selling, posting and control process, Travel Operations offers industry standards for reporting billing and enhanced data for credit card transactions.

Functionality

Business Intelligence for Travel agencies

Instant access to data is the key to make decisions and Travel Operations utilizing the newest technology from Microsoft offers exactly this. The deep integration and the high level of information captured and stored from the booking channels (GDS etc.), will enable the user to offer internal and external reporting on a very high level.

Hotel commission

Based on data from the booking source, this module allows the travel agent to track, trace and collect commission for hotel and car pay direct transactions. The module integrates with the main clearing houses and offers a standard import layout for easy upload of paid commission. It allows the backend to affect consultant and department turnover and margin directly from the module.

Functionality

<u>Travel sales tax</u>

The travel sales tax modules enables your company to set up a matrix supporting sales tax based on itinerary details and supports margin or regular sales tax calculation.

<u>Accrual accounting</u>

Accrual accounting allows easy accounting for measuring and recognizing the economic events of your company regardless of when cash transactions occur. Economic events are recognized at the time in which the transaction occurs rather than when payment is made. This method allows the current cash inflows/outflows to be combined with future expected cash inflows/outflows to give a more accurate picture of a company's current financial condition.

Functionality

Gift card's

The ability to account for pending gift cards and manage remaining amount to avoid fraud or overspending.

Itinerary creation

Based on the vast quantity of data captured from the booking source in combination with basic data tables to sophisticate the level of details, Travel Operations offers a flexible itinerary layout that always displays current data.

Ticket center module

This module offers the ability to manage a central ticket center across legal entities and/or branches utilizing external mid- / backoffice applications.

Functionality

Refunds

Refund form to manage fee and approval workflow for refunds.

Package & group allotment and Conference calculation

Travel Operations offers a module to manage package tours with mandatory allotment items and optional add-on items. Sales and costs will be linked to the same financial dimension allowing the agent to drill down and in details provide financial feedback.

Import message queue

A complete and single entry form with complete overview of import from all booking channels. Any successful or failed import will be recorded with a high level of details and the system provides an automated alert system to key staff.

Functionality

Customer payments

Additional functionality to control payments from customers and credit card customers. Import features, automated mail receipts and merchant fee handling.

Vendor transaction import

Import and settle vendor transactions by setting up individual format and settlement deviations.

Products/Product prices

Administration of own season and/or allotment content. Advanced database to upload price, season and product type.

Functionality

TrAvelOperations

Terms of payment

Providing the ability to calculate due dates based on travel dates and more detailed periods that provided in standard Dynamics for operation and finance.

Product maintenance/Item categories/Product matrix

Extensive number of options to control automatic add-on products, document layout, order control and GST/VAT setup.

DYNAMICS 365 CLOUD SERVICING

For the cloud deployment option, the split between Microsoft's and customer's responsibilities is summarized in the schema below.

Users	Application	Application platform	Infrastructure
User management, security and identity configuration	• Define, develop and operate business process • Define, develop, test and operate customizations • Monitor and manage non production deployments • Manage application updates and customization quality • Manage ISVs, 3rd party integrations	• 24/7 application monitoring and notifications • Diagnostics, platform updates, patches, updates and upgrade rollouts • Application routing, load balancing, site replication • Environment provisioning and management • Database management: HA/DR, scale, operations • Compute deployment, scale up/scale down	• Infrastructure management • Security and isolation • Operating systems and virtualization • Servers, storage and networking • Data center power, networking, cooling

Customer specific activities, supported by partner, enhanced by Microsoft life cycle services	Supported and managed by Microsoft (Public cloud deployments with full user subscription)

DYNAMICS 365 ROADMAP AND UPDATE STRATEGY: THE EVERGREEN APPLICATION

Microsoft applies the concept of evergreen application:

- **All customers on 1 version**, always

- Cost reduction – **no more upgrade** projects

- **Predictable & Continuous Updates**: full visibility with early release notes and access to sandbox environments with preview

- **2 major updates per year:** April and October, monthly updates for patches and minor changes. The customer can skip up to 3 months of updates – this also applies to on premise deployments.

- Non **regression test suite**, automation suite to make updates easy

Travel Operations, as a certified ISV, is part of a **Partner Early Adoption Program** so that the ISV has access to previews of each Microsoft release and makes the **ISV latest release available** as soon as Microsoft releases is ready for General Availability.

The roadmap of Dynamics 365 is publicly available at the following link, so that our customers have visibility on upcoming updates include features that are relevant to the project: https://dynamics.microsoft.com/en-us/roadmap/overview/
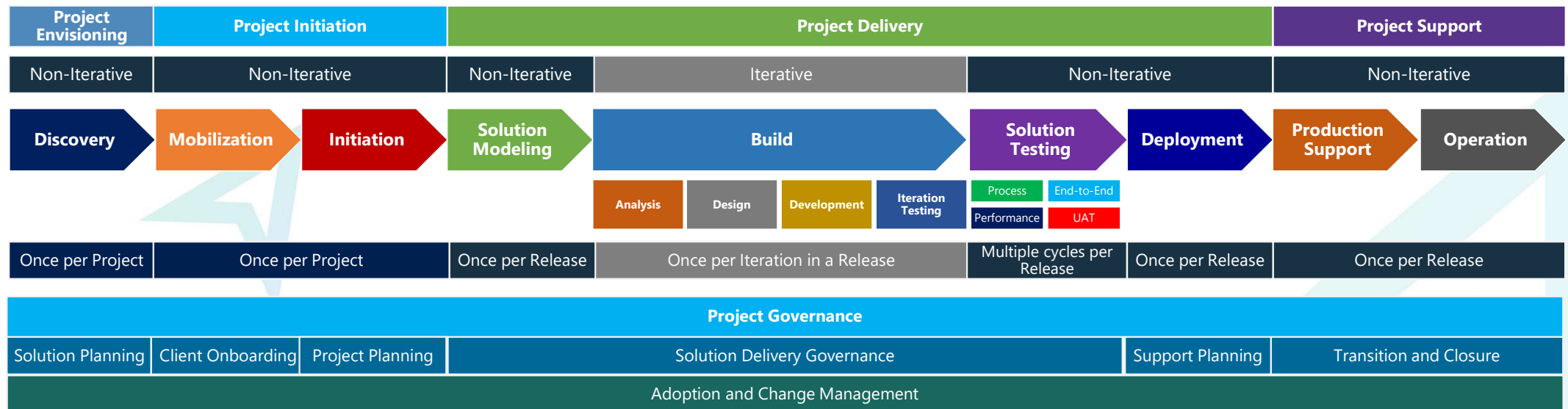
One version

Early visibility and access | PREDICTABLE | CONTINUOUS | 2 major updates per year

IMPLEMENTATION METHODOLOGY AND APPROACH
SURE STEP 365 METHODOLOGY

For Dynamics 365 implementation, Microsoft has reviewed its implementation methodologies to define a «configure first» approach in line with the product structure, called SureStep 365.

This methodology is a hybrid between waterfall and agile: it foresees a waterfall approach in project initiation and solution modeling, then an iterative approach of prototypes during the build phase, to enable faster release to testing and production also cross workload (e.g. Customer Engagement in combination with Finance & Operations). The implementation approach of Microsoft Dynamics partners is based on this methodology and enriched by the partner's expertise.

Project Envisioning	Project Initiation		Project Delivery							Project Support
Non-Iterative	Non-Iterative	Non-Iterative	Iterative			Non-Iterative				Non-Iterative
Discovery	Mobilization	Initiation	Solution Modeling	Build			Solution Testing		Deployment	Production Support	Operation
				Analysis	Design	Development	Iteration Testing	Process / End-to-End / Performance / UAT			
Once per Project	Once per Project	Once per Release	Once per Iteration in a Release			Multiple cycles per Release		Once per Release		Once per Release	

Project Governance

Solution Planning	Client Onboarding	Project Planning	Solution Delivery Governance	Support Planning	Transition and Closure

Adoption and Change Management

IMPLEMENTATION METHODOLOGY AND APPROACH
ISV ACCELERATION AND INDUSTRY EXPERTISE

For the implementation of Dynamics 365 for Finance & Operations, with the vertical solution Travel Operations, the suggested approach is to have Microsoft, the ISV and the System Integrator working together on the project:

- Microsoft is directly engaged as a vendor with the FastTrack program, the Customer Success Program (included in the subscriptions) and Professional Services supporting the System Integrator on architectural, technological or specific activities (to be defined and quoted together with Costa and the selected System Integrator

- The ISV resources of Travel Operations (Solution Architects, Senior Consultants) work in the implementation of specific travel industry features, collaborating with the System Integrator; typically the ISV involvement is higher is the design phase, where processes and configurations are defined.

- The System Integrator is responsible of the overall solution implementation, the integration of different components, system design, build, deployment and go live.

The following slide describes more in detail the different Microsoft teams who can support the implementaion.

What do the experts and analyst say?

Figure 1. Magic Quadrant for Analytics and Business Intelligence Platforms

CHALLENGERS | LEADERS

- Microsoft
- Tableau
- ThoughtSpot
- Qlik
- MicroStrategy
- Looker
- Sisense
- Salesforce
- TIBCO Software
- SAS
- GoodData
- Domo
- BOARD International
- SAP
- Yellowfin
- Logi Analytics
- Information Builders
- Oracle
- IBM
- Pyramid Analytics
- Birst

NICHE PLAYERS | VISIONARIES

ABILITY TO EXECUTE

COMPLETENESS OF VISION

As of January 2019   © Gartner, Inc

Source: Gartner (February 2019)

What do the experts say

Figure 1. Magic Quadrant for Cloud Infrastructure as a Service, Worldwide

Source: Gartner (May 2018)

What do the experts say

Figure 1. Magic Quadrant for the CRM Customer Engagement Center

What do the experts say

Microsoft Dynamics 365 for Finance and Operations availability

Americas (31)
- ❏ Argentina
- ❏ Bahamas
- ❏ Barbados
- ❏ Belize
- ❏ Bermuda
- ❏ Bolivia
- ❏ Brazil
- ❏ Canada
- ❏ Cayman Islands
- ❏ Chile
- ❏ Colombia
- ❏ Costa Rica
- ❏ Curaçao
- ❏ Dominican Republic
- ❏ Ecuador
- ❏ El Salvador
- ❏ Guatemala
- ❏ Honduras
- ❏ Jamaica
- ❏ Mexico
- ❏ Nicaragua
- ❏ Panama
- ❏ Paraguay
- ❏ Peru
- ❏ Puerto Rico
- ❏ St. Kitts and Nevis
- ❏ Trinidad and Tobago
- ❏ United States
- ❏ Uruguay
- ❏ Venezuela
- ❏ Virgin Islands, U.S

EMEA (83)
- ❏ Afghanistan
- ❏ Albania
- ❏ Algeria
- ❏ Angola
- ❏ Armenia
- ❏ Austria
- ❏ Azerbaijan
- ❏ Bahrain
- ❏ Belarus
- ❏ Belgium
- ❏ Bosnia and Herzegovina
- ❏ Botswana
- ❏ Bulgaria
- ❏ Cameroon
- ❏ Cape Verde
- ❏ Côte d'Ivoire
- ❏ Croatia
- ❏ Cyprus
- ❏ Czech Republic
- ❏ Denmark
- ❏ Egypt
- ❏ Estonia
- ❏ Ethiopia
- ❏ Faroe Islands
- ❏ Finland
- ❏ France
- ❏ Georgia
- ❏ Germany
- ❏ Ghana
- ❏ Greece
- ❏ Hungary
- ❏ Iceland
- ❏ Iraq
- ❏ Ireland
- ❏ Israel
- ❏ Italy
- ❏ Jordan
- ❏ Kazakhstan
- ❏ Kenya
- ❏ Kuwait
- ❏ Latvia
- ❏ Lebanon
- ❏ Libya
- ❏ Liechtenstein
- ❏ Lithuania
- ❏ Luxembourg
- ❏ Macedonia (FYRO)
- ❏ Malta
- ❏ Mauritius
- ❏ Moldova
- ❏ Monaco
- ❏ Montenegro
- ❏ Morocco
- ❏ Namibia
- ❏ Netherlands
- ❏ Nigeria
- ❏ Norway
- ❏ Oman
- ❏ Palestinian Authority
- ❏ Poland
- ❏ Portugal
- ❏ Qatar
- ❏ Romania
- ❏ Russia *
- ❏ Rwanda
- ❏ Saudi Arabia
- ❏ Senegal
- ❏ Serbia
- ❏ Slovakia
- ❏ Slovenia
- ❏ South Africa
- ❏ Spain
- ❏ Sweden
- ❏ Switzerland
- ❏ Tanzania
- ❏ Tunisia
- ❏ Turkey
- ❏ Uganda
- ❏ Ukraine
- ❏ United Arab Emirates
- ❏ United Kingdom
- ❏ Zambia
- ❏ Zimbabwe

Asia Pacific (26)
- ❏ Australia
- ❏ Bangladesh
- ❏ Brunei
- ❏ China *
- ❏ Fiji
- ❏ Hong Kong
- ❏ India
- ❏ Indonesia
- ❏ Japan
- ❏ Korea
- ❏ Kyrgyzstan
- ❏ Macao SAR
- ❏ Malaysia
- ❏ Mongolia
- ❏ Nepal
- ❏ New Zealand
- ❏ Pakistan
- ❏ Philippines
- ❏ Singapore
- ❏ Sri Lanka
- ❏ Taiwan
- ❏ Tajikistan
- ❏ Thailand
- ❏ Turkmenistan
- ❏ Uzbekistan
- ❏ Vietnam

* local business data deployment only

Languages:

Arabic
Saudi Arabia, United Arab Emirates

Chinese (Simplified)
China

Czech
Czech Republic

Danish
Denmark

Dutch
Belgium, Netherlands

English
Australia, Canada, India, Ireland, Malaysia, New Zealand, Singapore, South Africa, UK, US

Estonian
Estonia

Finnish
Finland

French
Belgium, Canada, France, Switzerland

German
Austria, Germany, Switzerland

Hungarian
Hungary

Icelandic
Iceland

Italian
Italy, Switzerland

Japanese
Japan

Latvian
Latvia

Lithuanian
Lithuania

Norwegian Bokmål
Norway

Polish
Poland

Portuguese
Brazil

Russian
Russia

Spanish
Mexico, Spain

Swedish
Sweden

Thai
Thailand

Turkey
Turkish

Last reviewed: 11/16/2018

Microsoft Dynamics 365 for Finance and Operations (localization)

Localization is the process of adapting software to meet country-specific laws or regulations. Microsoft localizes Microsoft Dynamics 365 for Finance and Operations to include features and functionality designed to address specific Dynamics 365 for Finance and Operations, accounting or financial reporting requirements for various countries. Features or functionalities that are available in a particular country may not be available in all countries. Please consult your channel partner for details about product features and capabilities. Also consult them and/or your professional advisers to determine whether this software is appropriate for your business needs in a given country.

Americas (4)
- ❑ Brazil *
- ❑ Canada
- ❑ Mexico
- ❑ United States

EMEA (25)
- ❑ Austria **
- ❑ Belgium
- ❑ Czech Republic **
- ❑ Denmark
- ❑ Estonia
- ❑ Finland
- ❑ France
- ❑ Germany
- ❑ Hungary **
- ❑ Iceland
- ❑ Ireland
- ❑ Italy
- ❑ Latvia
- ❑ Lithuania
- ❑ Netherlands
- ❑ Norway
- ❑ Poland **
- ❑ Russia *
- ❑ Saudi Arabia
- ❑ South Africa
- ❑ Spain
- ❑ Sweden
- ❑ Switzerland
- ❑ United Arab Emirates
- ❑ United Kingdom

Asia Pacific (8)
- ❑ Australia
- ❑ China
- ❑ India
- ❑ Japan
- ❑ Malaysia
- ❑ New Zealand
- ❑ Singapore
- ❑ Thailand

* Retail localization is planned for later updates

** Fiscal Integration sample is planned for later updates

For more information, please visit the Microsoft Dynamics Localization Portal

Last reviewed: 11/16/2018