

What do we see

Old systems

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

Impossible to scale the business

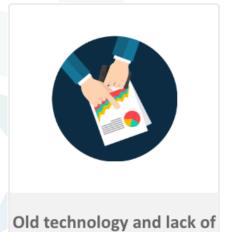
Many manual and inefficient processes

Many versions of the truth

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

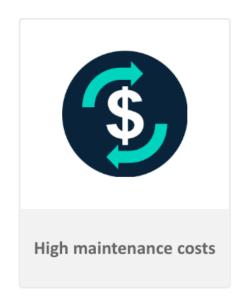
What do we see

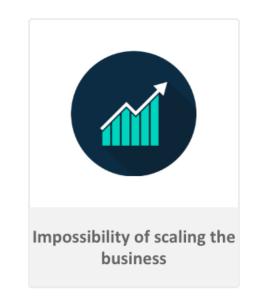
Travel Operations



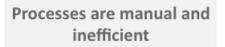
business support











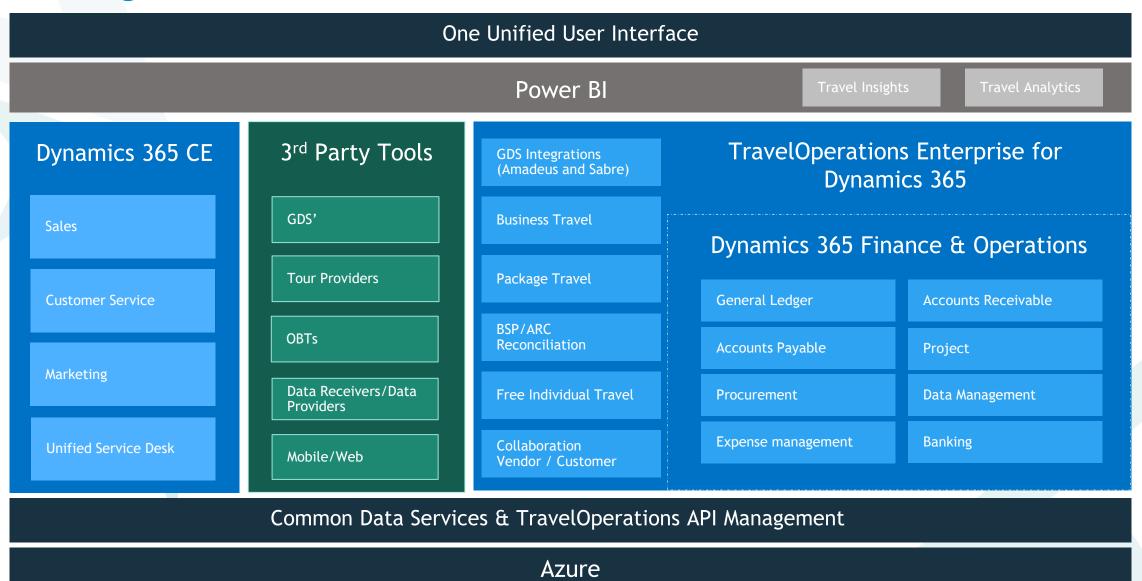


Seeking compliance and security is too expensive and time-consuming

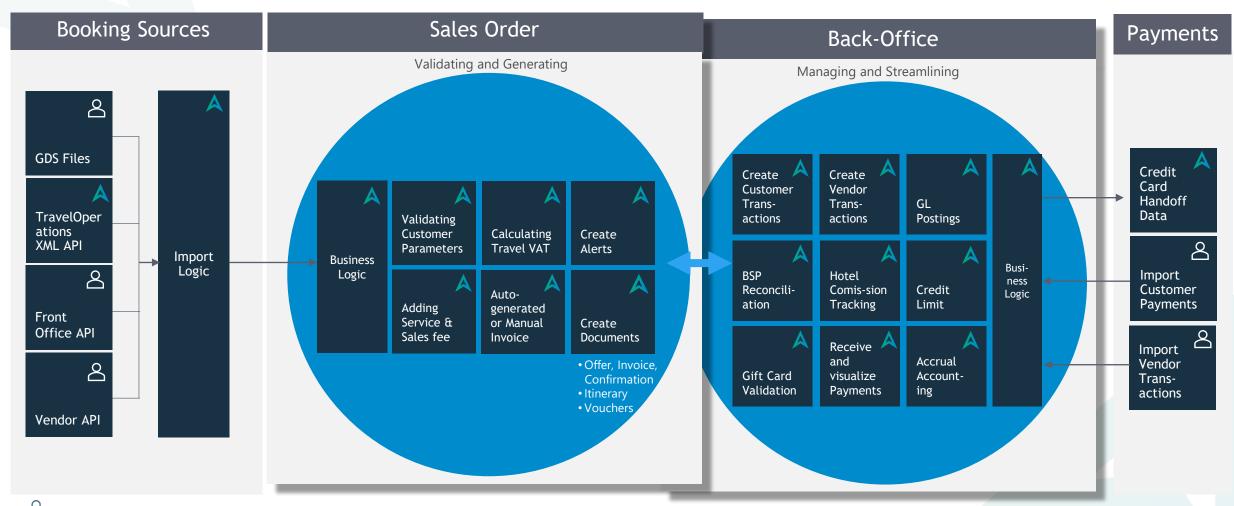


There are too many versions of the truth due to data silos

Enabling the End-To-End Process on One Standard Platform



Logical Architecture





Extending D365FOEE with Travel Functionality

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

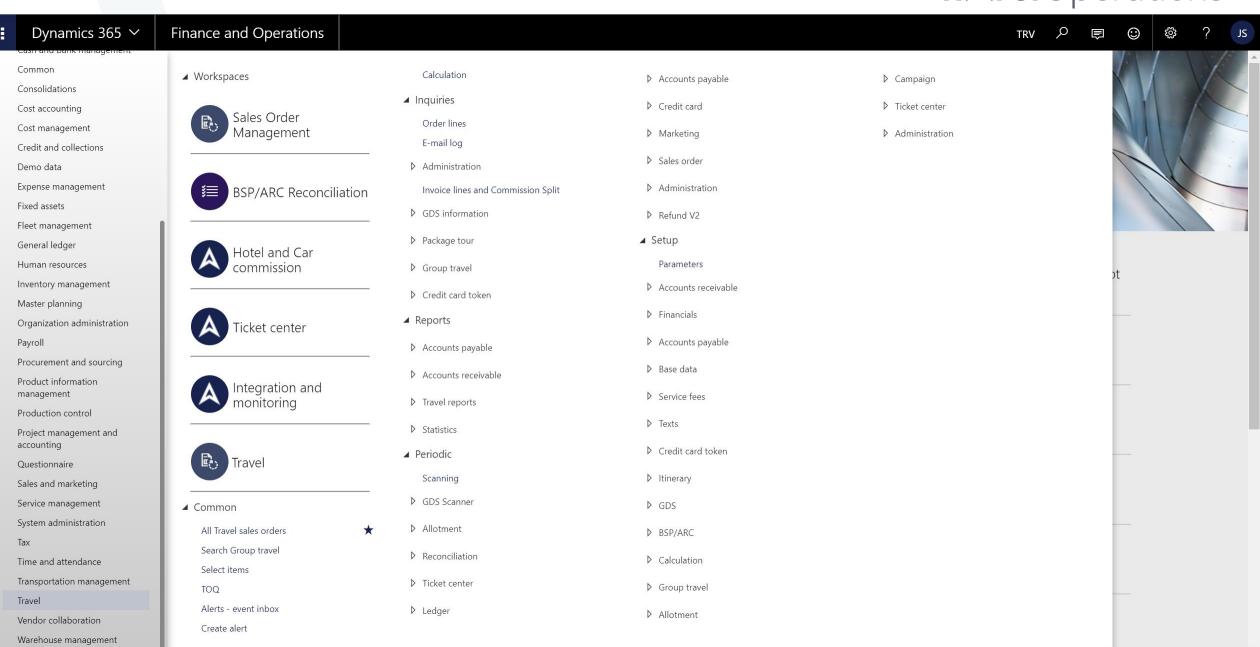
The different types of "products" are managed via the standard D365 Product Table extended with travel specific information.

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

Key functions from booking to cash

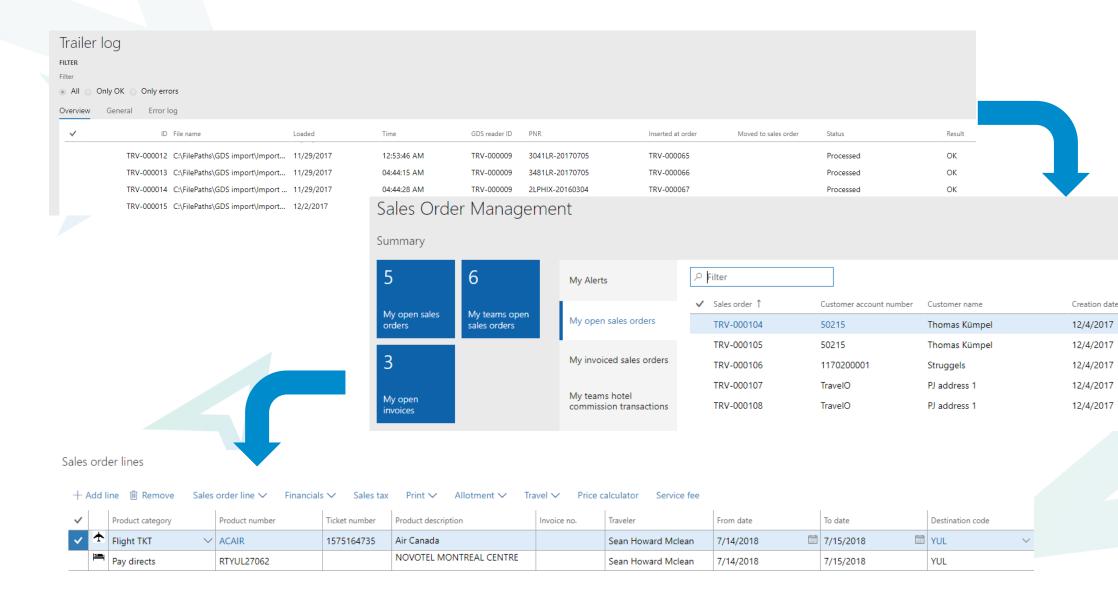
Travel Operations

- One sales order, multiple booking channels
- Service fee
- Tax, VAT, GST, HST, QST
- Financial dimensions. Brand, department, consultant
- Commission allocation
- Print invoice and other travel related documents
- Accounts receivable transactions



Booking to Cash



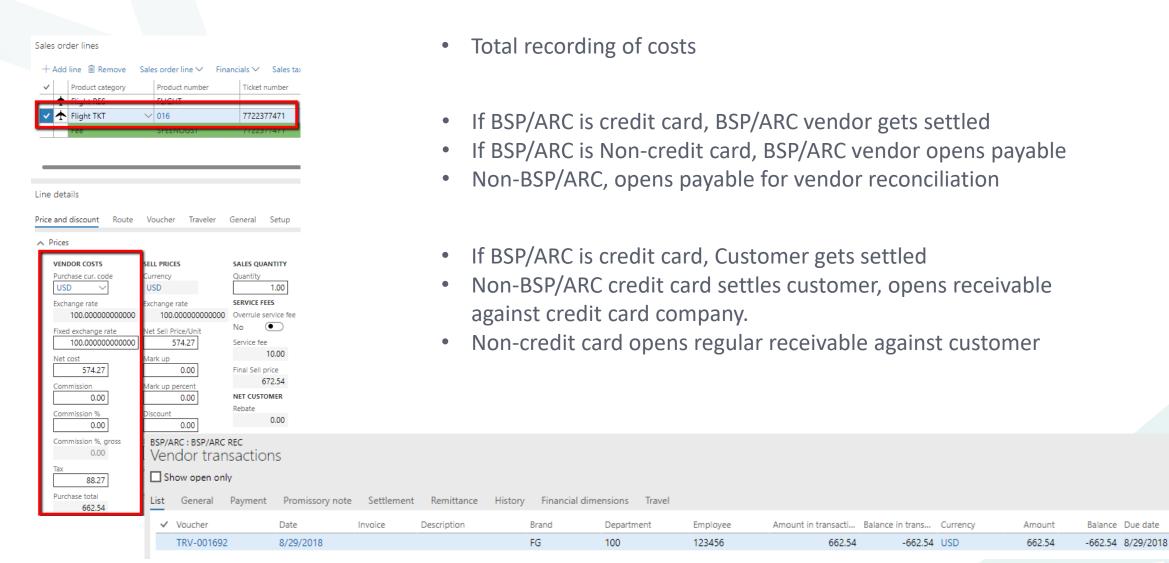


Posting logic



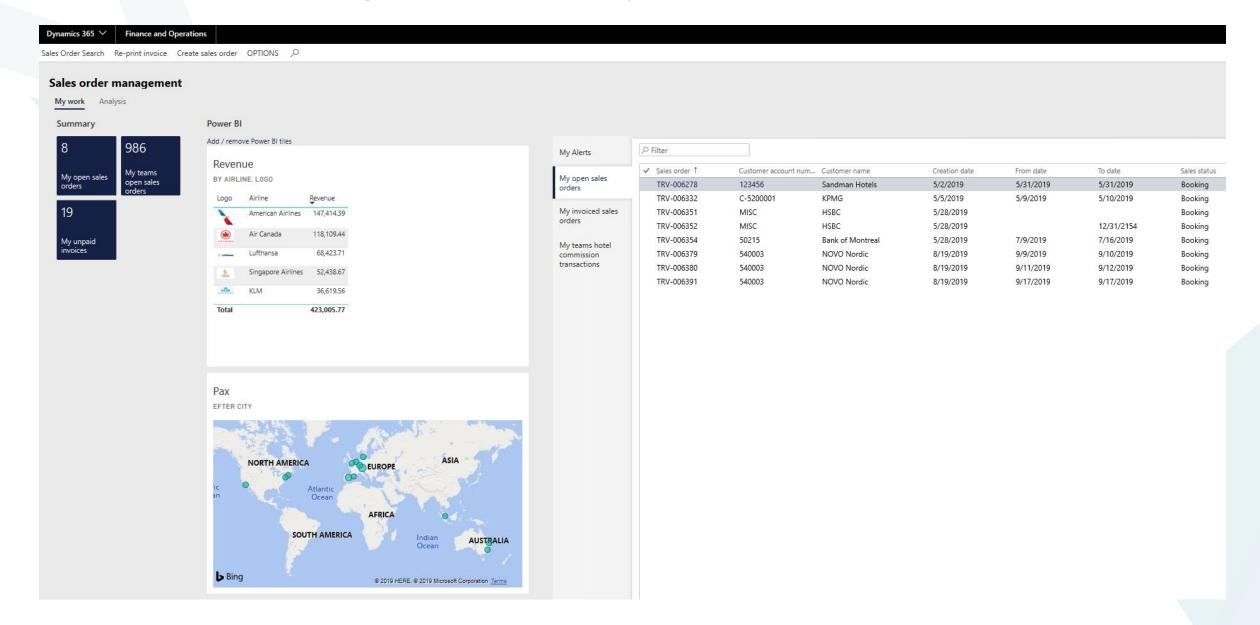
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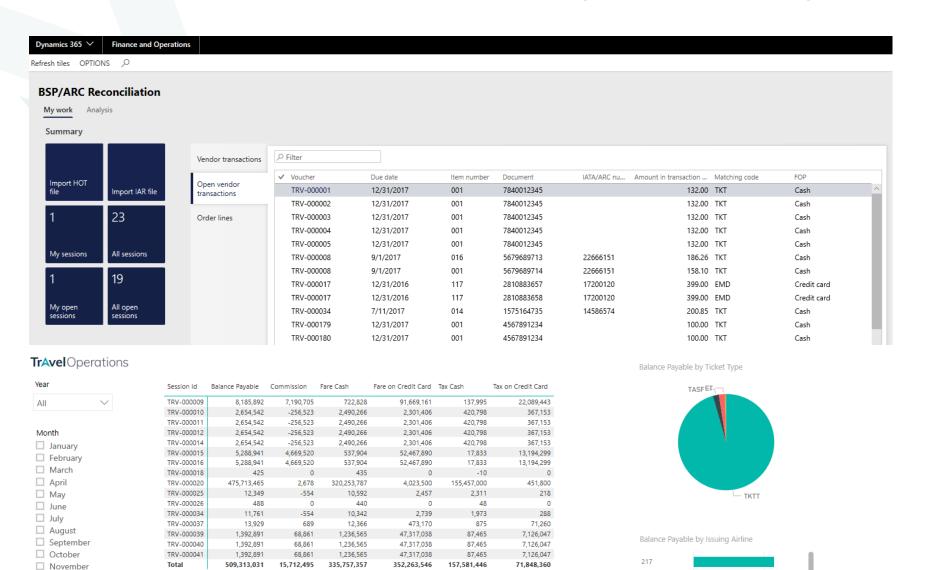


Sales order management Workspace



BSP/ARC Reconciliation Workspace & Analysis





December

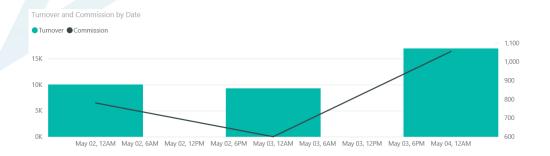
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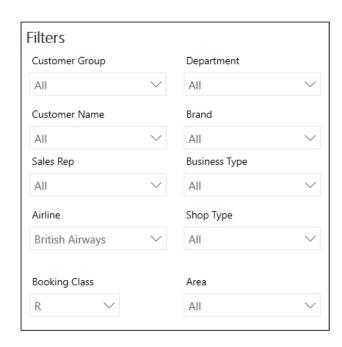
Reporting

Travel Operations

- Canned reports for D365FO and for TravelOperations Enterprise
- Power BI Embedded and Pinned
- Workspaces and Analytics
- Excel and MS Office integration
- Handoff data BI, DWH, Enhanced data, Prism etc.







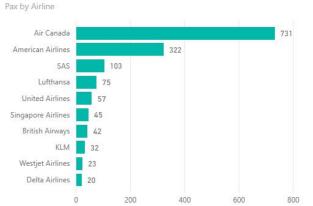
Logo	Airline	Revenue
-	American Airlines	147,414.39
AJR CANADA	Air Canada	118,109.44
⊗ Lufthanea	Lufthansa	68,423.71
sicre	Singapore Airlines	52,438.67
KLM	KLM	36,619.56
Total		423,005.77

Revenue Top Destinations

TrAvelOperations

City	Pax	Revenue	Revenue Per Pax
Montreal Trudeau Apt.	674	72,951.42	108.24
Munich	140	8,955.66	63.97
Madrid	88	85,364.84	970.06
Frankfurt	55	14,441.29	262.57
Copenhagen	41	5,985.55	145.99
BOSTON	35	16,523.05	472.09
Houston-lah	34	11,203.12	329.50
Amsterdam	30	36,067.17	1,202.24
Los Angeles	30	13,820.70	460.69
New York	26	10,627.14	408.74
Sydney	26	14,690.55	565.02
London	23	6,115.44	265.89
Glasgow Intl	19	15,389.92	810.00
Manchester Int	19	4,234.89	222.89
Brisbane	18	3,997.74	222.10
London Heathrow	18	11,371.00	631.72
Arrabury	17	1,800.00	105.88
Barcelona	15	2,907.31	193.82
Singapore	15	18,700.94	1,246.73
	14	9,558.98	682.78
Total	1337	364,706.71	272.78







Revenue by customer, group & Item

TravelOperations

TrAvelOperations

Customer

20	18	~
Mo	nth	
Mo	nth January	
Mo	Cap Table (Colo)	
Mc	January	
	January February	

☐ June

☐ July

☐ August

☐ September ☐ October ☐ November

☐ December

	•			000000
HSBC HSBC Holdings	370,539	217,214	0	1,679
TravelO Travel Operations	244,986	153,196	3,713	577
50215 Bank of Montreal	76,739	65,070	0	180
MISC HSBC	74,521	72,148	0	272
98765 Smart Technologies	60,419	10,860	0	143
123456 Sandman Hotels	14,325	10,313	0	26
54000 Carlsberg	13,473	12,978	0	14
50885 The Coca Cola Company	13,139	12,824	0	5
HUB Harrods	9,746	9,721	0	1
AM Amazon	9,638	7,797	0	23
540009 Johnson & Johnson	8,524	19,639	0	24
540005 Vodafone	6,075	1,500	0	8
98764 BlueSky	5,268	2,385	0	39
540006 GlaxoSmithKline	3,904	3,664	0	11
EAN Maple Leaf Sports & Entertainment	2,650	2,395	0	21
Total	929,271	622,620	3,829	3,131

Amount Cost

Net Rebate Qtv

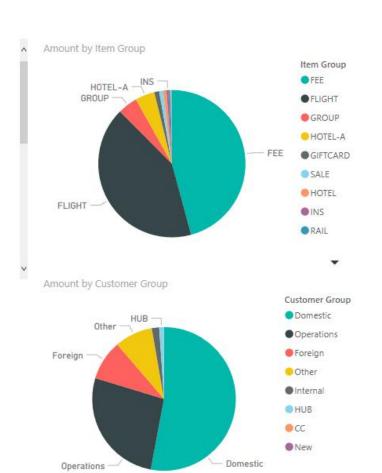
Department Name

Destination Co	untries		
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		أهست حافقت	
	0	•	+
	NORTH AMERICA	EUROPE	ASIA
Pacific	Atlanti		0 10
Ocean	Ocean		•
		AFRICA	00
0	SOUTH AM	IERICA	Indian (USTRAI
			Ocean
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Current Month

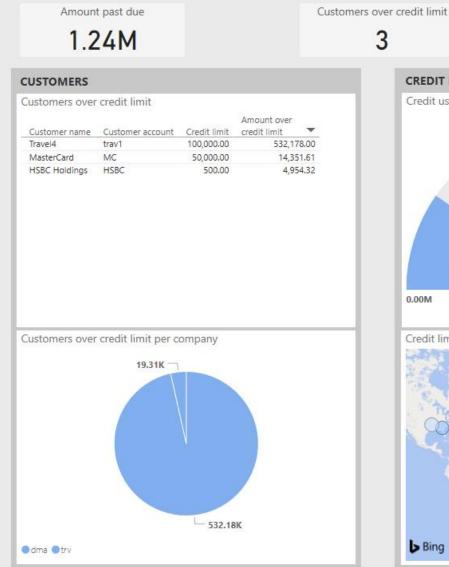
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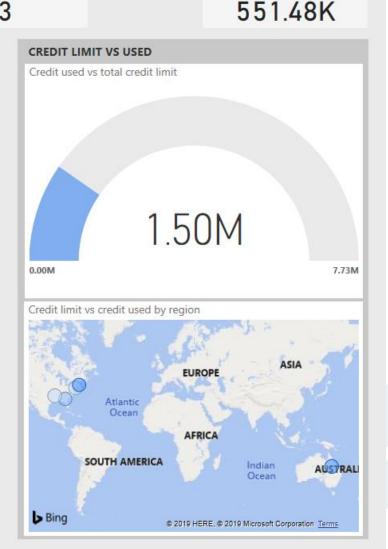


Amount over credit limit

Manage customer credit and collections





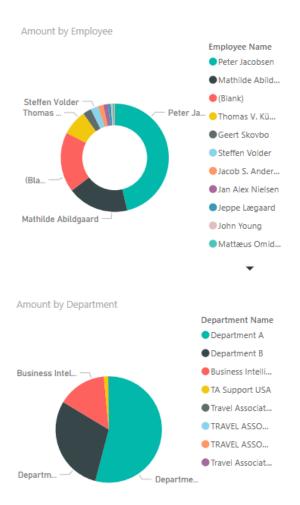


Revenue by GL Account, Customer, Employee & Department

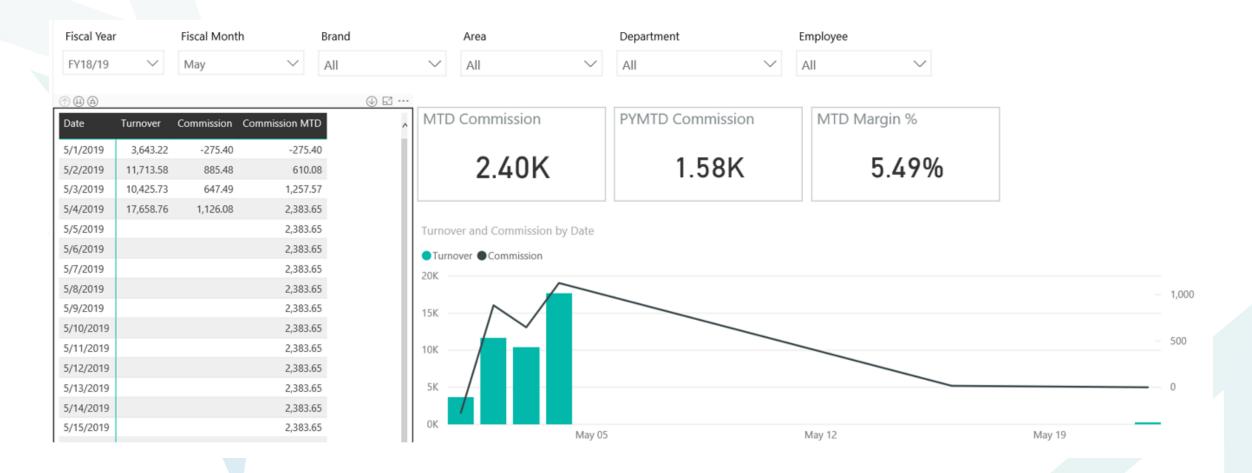
TrAvelOperations

Year		Customer	Turnover	Cost	Tota
All	\checkmark	Castomer			1010
			522.00	-1,000.00	- 1
Month		123456 Sandman Hotels	24,401.78	-19,758.14	4
		275000 TRAVEL ASSOCIATES NEW YORK	550.00	-5.00	
January		488100 TRAVEL ASSOCIATES NEW JERSEY	4,933.00		4
February		50215 Bank of Montreal	142,540.09		
☐ March		50885 The Coca Cola Company	7,298.36		-5
April		54000 Carlsberg	13,473.30		
_ '		540003 NOVO Nordisk	4,074.60	-4,201.00	- 1
■ May		540005 Vodafone	11,018.15	-5,810.52	5
June		540006 GlaxoSmithKline	3,904.00	-3,664.00	
July		540008 Jens Hansen	75.00	2,399.00	2
☐ August		540009 Johnson & Johnson	62,976.61	-67,813.48	-4
		540011 McDonald's	11,080.18	-2,118.40	8
September		540012 Customer tango	11,045.73	-19,134.58	-8
October		540015 DIBS	4,045.56	-2,590.56	- 1
 November 		540016 Nova Scotia Power	4,746.07	-4,353.38	
☐ December		540018 Metro Inc.	2,730.56	-2,590.56	
		59999 IMAX Corporation	8,934.43		8
		787100 Beverly	1,940.00	-1,620.00	
Department		98763 KPMG	900.00		
		98764 BlueSky	6,375.09	-2,385.00	3
All	~	98765 Smart Technologies	97,986.48	-33,805.02	64
		AM Amazon	14,310.80	-12,394.50	1.
		AMEX American Express	22.00	-10.00	
		C-5200001 KPMG	6,731.07	-2,774.10	3.
		C-5200002 Stelco	2,092.67	-1,975.10	
		CCTest Roots Canada	107.10	-107.10	
		EAN Maple Leaf Sports & Entertainment	24,489.12	-24,841.32	
		Extension Extension Test	32.00		
Current Year		GlobeT GlobeTrotters	392.88	-392.88	
□ No		GROUP Group cost orders	788.68	-888.68	
		HSBC HSBC Holdings	390,329.27	-236,352.19	153
Yes		HUB Harrods	9,746.20		
		MISC HSBC	96,218,45	-89,427.56	6
Current Month		OCRCustomer OCR customer	120.00		
□ No		PBIX PBIX	794.00	-659.50	
		Total		074 747 05	470
Yes		lotal <	1,354,332.58	-874,717.95	479.

Amount by Financial Account	
Account	Amount Lcy
1101 Turnover Flight tickets	580,091.69
1108 Turnover Management fee	476,664.11
1109 Turnover other	121,433.80
1102 Turnover Flight tax	64,747.35
1103 Turnover Hotel	54,059.88
1149 Purchase other	33,956.61
1104 Turnover Car	18,953.55
1121 Rebates	16,618.20
1106 Turnover Insurance	15,458.61
1105 Turnover Gift card	12,730.00
1220 Other income	9,318.00
96040 Internal Sales - Agent	1,546.30
96030 Internal commission allocations - Principal	18.00
1100 TURNOVER	0.00
96060 Internal commission split - Agent	0.00
1146 Purchase Insurance	-189.70
1125 Commission passback to customer	-619.51
1107 Turnover Visa	-688.71
96050 Internal COGS - Agent	-882.70
1145 Purchase Gift card	-12,230.00
1144 Purchase Car	-15,716.27
1143 Purchase Hotel	-48,339.67
1148 Purchase Management fee	-217,153.00
1141 Purchase Flight tickets	-630,161.91
Total	479,614.63



Daily commission with past year comparison







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



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.



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.



Travel sales tax

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.

Accrual accounting

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.



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.



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.



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.



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.

Summary



- One integrated system for Travel Companies inside Microsoft Dynamics365
- Seamless integration from booking source to GL, AR, AP with full audit trail
- Dynamics D365 and TravelOperations provide a strong foundation for reporting and Business Inteligence
- Excellent overview with workspaces and Power BI
- Storing all travel related data from booking source for financial reporting on Airline, destinations, provider etc.
- One sales order
- BSP/ARC, Vendor, Customer & Bank reconciliation
- ADM/ACM management tool
- Advanced commission allocation using financial dimensions on individual product lines
- Journal upload from Excel

Other TravelOperations functionality

- GDS Neutral (Amadeus, Sabre etc.)
- Service fees
- Periodic service fees
- BSP/ARC reconciliation
- Credit card handling and reporting
- Business Intelligence for Travel agencies
- Hotel commission
- Travel sales tax (VAT, GST, HST, QST)
- Accrual accounting
- Gift card handling
- Itinerary and other travel documents
- Data management framework
- Ticket center module

- Refunds
- Package allotment
- Group travel
- Group and Conference calculation
- Import Customer payments
- Vendor transaction import & Reconciliation
- Products/Product prices
- Terms of payment
- Product maintenance/Item categories
- Alert management
- Multi company & Intercompany transactions
- Cost allocation
- Capital planning

Microsoft
Dynamics 365 Sales
With Travel
Operations
Engage

Build relationships



Accelerate sales performance

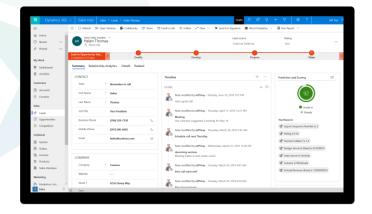


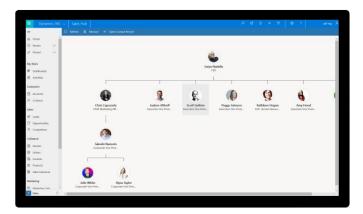
Leverage Traveller insights

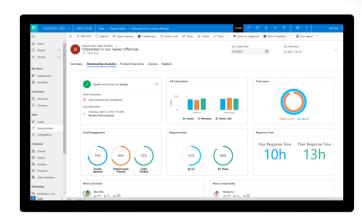


Build relationships











Identify and connect with the right buyers



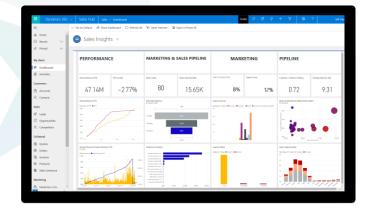
Keep up with contacts

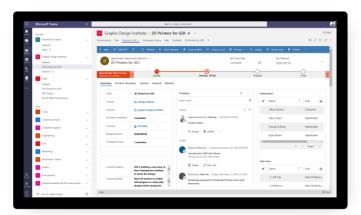


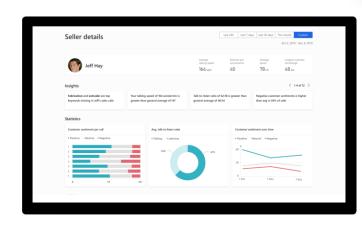
Keep relationships on track

Accelerate sales performance











Track performance



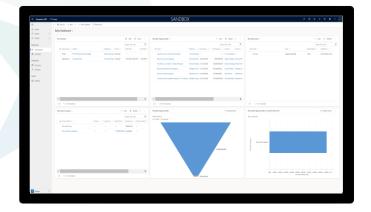
Work better together

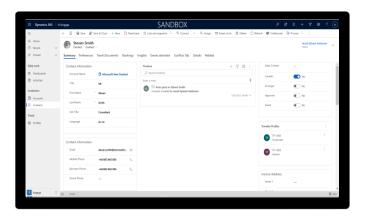


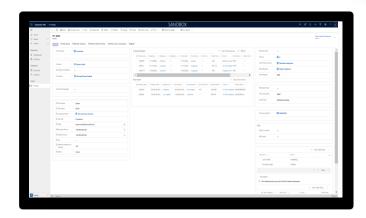
Deliver proactive coaching

Leverage Traveller Insights















Gain Traveller Insight



Deliver proactive Guidance

TravelOperations Engage

Feature summary

Key capabilities

Customer Aquistion

Pipeline
Management

> Customer Onboarding

Opportunity Management

Collaboration

Full Data Avalability

Relationship Management Account and Profile Mgmt.

Travel Policy

Booking insights

Next Best Action

Document Management

UDID configuration

Engagement to Booking

Contact Lookup

Profile Lookup

Booking Engine Link

Prioritization

Easy data collection and expanded entity options

Insights and reporting

Customer Interactions

Insights

360-degree view of customers

Comparison Analysis

Case Management

Advanced and custom analytics with Power BI

Unified platform

Integration with GDS' and Profile Management tools

Sales integration and collaboration

Easier set up

Full Insights from Mid/back office in real-time

Extensibility with the Power Platform

Self Service

Profile Management

Company Profile Management

Customer Specific Reporting



Profile Management Portal



Self-service profile management system



Role-based access on company and traveler level



Secure, trusted and compliant Microsoft Azure cloud.



Real-time synchronization with Engage and Sabre



Easy to configure and use





Profile Management Portal

Central data management secures up-to-date profile data

