



Duty & Recreation Travel

STAFF TRAVEL SIMPLIFIED.

Straightforward, easy to
use staff travel management
system for
the airline industry



STAFF TRAVEL COULDN'T GET EASIER

Here is a staff travel system which handles duty and leisure travel with seamlessly integrated reservation systems. This web based booking engine eliminates human errors in computation of fares and taxes and performs most of the checks at the time of applying, thereby reducing dependency on processing agents.

The application is driven by a rules engine which manages the entitlements making it robust and flexible to manage.

DART's duty travel approval saves employee time. The automated online transfer of Duty travel claims to the salary account saves manual input into financial system. He can even claim his expenses after returning from duty travel.

DART caters to global delivery systems. It integrates with Sabre Reservation system or Amadeus , Oracle HRMS, Payroll and with various payment gateways to process payments through Net Banking, Credit Card, Debit Card and Cash Cards.

Key Benefits

Dynamic Configuration of Fare basis, priority, routing and travel class

Travel Desk and Queue Management

Multiple Payment Modes (Cash, Credit/Debit Card, Net Banking, Mobile Payments and Payroll)

Interface with HRMS, Finance, Payroll, Revenue Management System and Payment Gateway

Duty travel booking with Advance Fund and Claims Management

Work flow process management for approvals

Partial, Downgrade and Full cancellation and refund

Comprehensive notifications and alerts through email

Modules of DART



Privilege Travel Booking



Business Travel Bookings



Employee Reports



Manage Bookings



Profile Management



Privilege Travel Booking

Airlines continuously make an effort to provide superior benefits and privileges to their Staff travel Customers. Airlines offer privileges such as, Discounted Travel for their staff and eligible family members, taking into account the hierarchy and position of the staff. Privilege travel booking has four stages; Search, book, pay and print.



The application has **relevant alerts** like passport expiry and age limit restrictions. If the traveler is a dependent and is not entitled for the facility due to age restrictions, an alert will notify the traveler. If the passport has expired or is about to expire within 6 months of the proposed travel date, the traveler will not be allowed to make a booking. The SAP HR, records captures information of the deceased dependents, the names of such passengers will not reflect in the passenger details.

The itinerary allows a traveler to book a **One Way** or **Return** ticket from the original to the final destination. He can also avail the **Multicity** benefits of either Round Robin or Open Jaw trips.

Once the passenger has made his choice of routing, he can **book tickets** for himself and his dependents. In case there are no direct flights available between the destinations the traveler will be guided to find an alternative option automatically.

The itinerary **displays the flight details** based on the choice of destinations with details like timings of the flight, availability of seats, the price of the tickets, duration of flight and class of travel.

The passengers can avail various **payment options** based on the ticket status and itinerary details. The fare details along with break-up of fare, taxes, fee, discounts and total trip cost is auto calculated by the system.

The general **mode of payments** are through Credit cards, Debit Cards, maestro Cards, Net banking/-cash cards and Pay at counter. The employees posted at international locations avail the options of pay through 'Credit Card' and 'Pay at Counter'. Another option available for the employees is to log into a system with intranet option for making the bookings.

The passengers can avail a copy of **eticket** once his payment has been confirmed. The eticket gets generated and is mailed to a registered mail id. In case the payment has not been made within the given time limit the PNR gets purged.

DART allows '**Special Entitlement Booking**' for those staff members posted away from their Home Town or an employee who is on transfer . DART auto- populates the current and transfer location.



Business Travel Bookings

For an airline staff to travel with ease and flexibility, DART offers various duty travel claims and management benefits. The traveler can navigate through the web based interface and use the auto-populated Approver Matrix to make his travel simpler.

DART customizes the Duty travel benefits for the airlines based on the airline policies. Duty travel request can be routed thru approval hierarchy defined for the staff for the selected travel type. The passengers can view their booking history and manage their booking. The system enables the traveler to view his/her approval and travel status.



DART builds on a maximum of three **levels of approvals**. The approver has a choice of either approving or rejecting the duty travel request. Each time the travel has been approved a status will be reflected. Once all levels are completed the employee can view his booking history. The claims management goes through the approval process. Once all approvals are received, the **eticket** is generated and automatically, emailed to the employee's registered email id or can be downloaded from DART user face.

in case of an **emergency travel** , DART offers the facility to make ticket requests without an approval from the hierarchy. The employee has to make his request 48 hours prior to the travel with proper notifications to the approvers and to the process ticket via Staff Travel desk.

Airline companies have a fixed amount of **funds for the staff** members who travel on duty, based on factors like hotel rates, daily rates and transit rates. The staff members can claim an amount which is adjustable with the advanced funds, while making a duty travel Request. DART also provides the facility to request and process **tickets for a group of staff**.



Reports

Reports is a module which provides details of the staff bookings and their benefits to the admin or Hr team of an airline. The records of various reports based on the utilization of different services, trends, handling volume and performance of staff travel desk will be recorded under this. The system provides the facility to generate annual reports and ticket Request Statistics. The admin gets a Duty Travel settlement report with the department details, Booking reference number, visit purpose, travel duration, requested amount, paid amount with break up for advance bookings made for various other facilities like hotel bookings, visits, travel etc for the members who travel on duty.



Quota Enquiry Report helps **download a number of tickets** utilized by the employee for a particular year.

Ticket Utilization Report helps download the **actual utilization** of tickets made by each employee.

In case of cancellation or refund of a ticket The admin will feature the reports of the following employee. The system also process **Full, Partial and Downgrade refund**

When an employee books or cancels a ticket a **ticket history report** is generated. This report helps to download entire ticket details.

Duty Travel Utilization report gives **details of an employee's** duty travel ticket details.



Manage Bookings

DART offers airline companies with other easy travel benefit. The staff members can cancel their tickets, change dates of their travel and view their booking history.

The system integrates simple steps and methods that facilitates to book tickets online or queue to staff travel. It offers self ticketing process through web services of the reservation systems and facilitates to modify itinerary/date change based on the status of the request. DART allows one to update their PNR details to the system through ticketing booking robotics. It provides the ability to create itinerary for self and dependants as well.



Profile Management

Profile management is a module which provides the employees the ability to view their personal details. The profile will maintain and display the staff travel information of each user and their benefits such as eligible entitlements, staff travel policy, current bookings, and past bookings. An employee can make changes in his login facility by changing his password for a secure usage, in case he has forgotten the password. The user face provides a link through which he can make the desired changes.



Technology Competence for Airlines

DART is a web based application which facilitates easy management of staff travel needs. The application consumes web services- booking engine to carry out live air bookings, search for flight schedules and availability. The application is driven by the Rules Engine which manages the entitlements making it robust & flexible to manage. DART integrates mainly with Sabre, Amadeus and SITA web services.

Various other interfaces applications are employed, to create the needed functionality for an airline.

DART has the technological competence to work on Windows 2008 server, Languages & Web Design on dot Net Technologies(ASP.Net, C#, PL/SQL, Dreamweaver), distributing computing(.NET, Web Services), Database Management Systems (Oracle, SQL Server), Application Servers (IIS), Groupware Technology(MS Exchange Server).

The main interface managers of DART are:

Payment Systems:

DART's payment applications work on various web based systems. A customer can book tickets using credit card, debit cards maestro cards or pay at counter. The systems used by DART for payment are auto populated and help to make easy transactions.

- MIGS payment gateway for Credit Cards
(Visa, Master and Amex)
- BillDesk payment gateway for Debit Cards(Maestro), Net banking and Cash Cards
- Wire Card payment gateway for Credit Cards
(Visa, Master ,Amex and Diners Club) and Debit Cards(Maestro)
- Sabre payment gateway for Credit Cards
(Visa, Master, Amex and Diners Club)
- Amadeus payment gateway for Credit Cards
(Visa, Master, Payroll, Mobile payments like MPESA/AIRTEL Money)

Airline Reservation Systems:

The airline reservation systems are designed to make smooth bookings. These systems are designed to provide easy access and usage of the system. The applications used to design and maintain the systems are Sabre/ Amadeus, Oracle HRMS/SAP.

Reservation System: STMS integrates with Sabre/Amadeus Reservation system for Flight availability, Booking, Pricing and Ticketing.

Sabre Integration: DART works on real time interface with Sabre Web Services. With the usage of Sabre interface Screen Scraping Capabilities for Refund Process (No Web service), Customized Wrappers to access SABRE Command's/ Web Service, Auto ASR (Agent Sales Report) Closing and Payment Authorization can designed for the airline staff travel engine. Sabre works on various other multiple support versions of Sabre like (AER, Phase IV).

Amadeus Web Services: DART builds and updates customized travel booking applications with Amadeus Web Services. It is an internet booking engine tool that helps to build a reservation system for flights.

Other interfaces: DART uses various other interfaces to manage the revenue and payrolls of the airline department.

Revenue Management System

DART has the ability to build an interface with Flight load history view from Revenue Management System to get Class wise load of data for flights that have already departed from the airport. It also interfaces with Revenue Forecasting Data Repository view to get a Class wise forecasted load of data for future departing flights.

ERP Integration

STMS integrates with Oracle HRMS and Payroll or SAP for retrieving Staff and Dependents details and Staff's salary details. This system is built for admin purpose. It builds an interface with staff view from Oracle /SAP HRMS system. The admin or HR who use this system will get the updated staff records as on date. DART also has the Ability to build an interface with Oracle AP (Finance) for organization/ department related deductions and refunds (including duty travel advance deductions, Leave ticket fare deductions, Rebate ticket contribution deduction/refund etc). The details will be sent to Finance module of AP (Accounts Payable) on periodic basis with all refund and deduction details against a ticket number, which will serve as a reference.

A Product by



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