

Our Client

Our Client is a leading travel retail operator in South Asia. They specialize in, In-flight (on-board the airline) retail. Since their establishment, they have diversified into numerous travel retail oriented businesses.

The major strength of the operator is the matching of merchandise selected with air passenger expectations and needs, with assured quality, variety and competitive pricing.

They operate in Indian skies and have tie-ups with partners who fly their airlines to various international destinations.

Business Needs

- An integrated system converging booking of In-flight Sales, Settlements with their principal Foreign Exchange Dealer, Inventory processes and Financial recordings
- Comprehensive module of calculation and recording of crew commission
- Managing crew collection in multiple currencies and adjusting the same to multiple sales documents
- Control over inventory cycle, valuation and ageing
- Timely MIS reporting to take real-time decisions
- Better statutory and taxation compliance with improved financial reporting

Solutions Provided

- “Crew Receipt Management” - Client’s process of collecting sales receipts in multiple currencies and relative adjustment’s towards multiple in-flight sales documents
- “Flight Crew Commission Module” - Process of separate calculation system for domestic as well as international crew resulting in auto generation of commission Invoice and TDS deduction, thereof.
- “Credit Card & Foreign Exchange Dealer Settlement” - Auto calculation of designated charges while doing settlement and application of the same kind
- Improved Inventory visibility through “Lot tracking of Inventory”, covering ‘Lot’ wise tracking of the inventory movement with ‘Expiry lot’ functionality to track perishable commodity

Benefits Derived by Customer

- Flexible recording system for multi-currency crew receipts
- Created standard algorithm to calculate flight crew commission and invoice generation
- Credit Card settlement process is now more accurate. Charges deducted are being correctly applied by monitoring ‘Card fault’ closely. Also, ease-of-use system for reconciliation and client’s settlement
- Better inventory control
- Timely submission and compliance with statutory & taxation matters has been facilitated