

USER MANUAL

Corporate Travel Solution for
SPOC

SERVICE USER MANUAL

CORPORATE TRAVEL



1. INTRODUCTION

This user manual serves as a comprehensive guide for SPOCs (Single Point of Contact) tasked with managing travel bookings and invoicing on behalf of employees. The SPOC portal is designed to streamline the booking and invoicing processes, ensuring efficient management of travel-related services.

The portal is divided into five primary modules, each focusing on a specific aspect of the service process:

1 Dashboard

Provides an overview and summary of all activities within the portal, offering insights and quick access to key functions.

2 Taxi Bookings

Facilitates the booking of taxi services for employees, allowing SPOCs to schedule and manage travel arrangements efficiently.

3 Bus Bookings

Enables the booking of bus services, catering to group travel needs and providing options for managing larger transportation requirements.

4 Train Booking

Supports the booking of train services, streamlining the process for scheduling and managing rail travel for employees.

5 Hotel Booking

Supports the reservation of hotel accommodations, assisting in the management of lodging arrangements for employees.

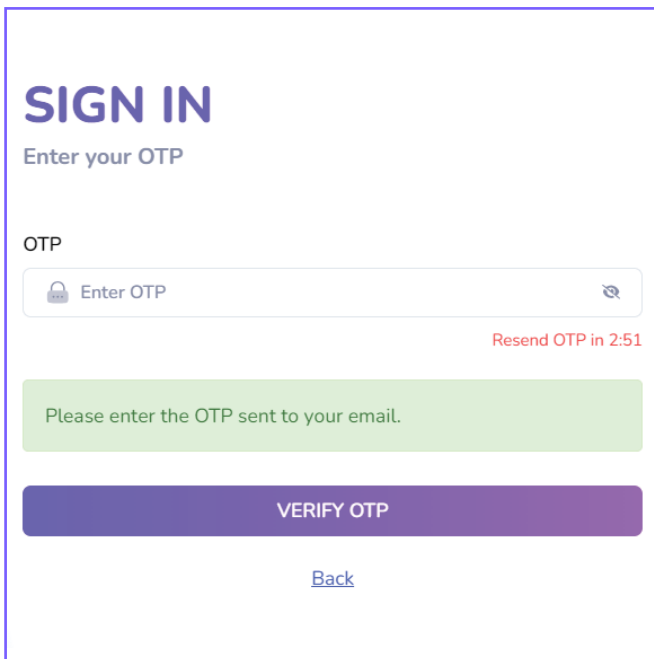
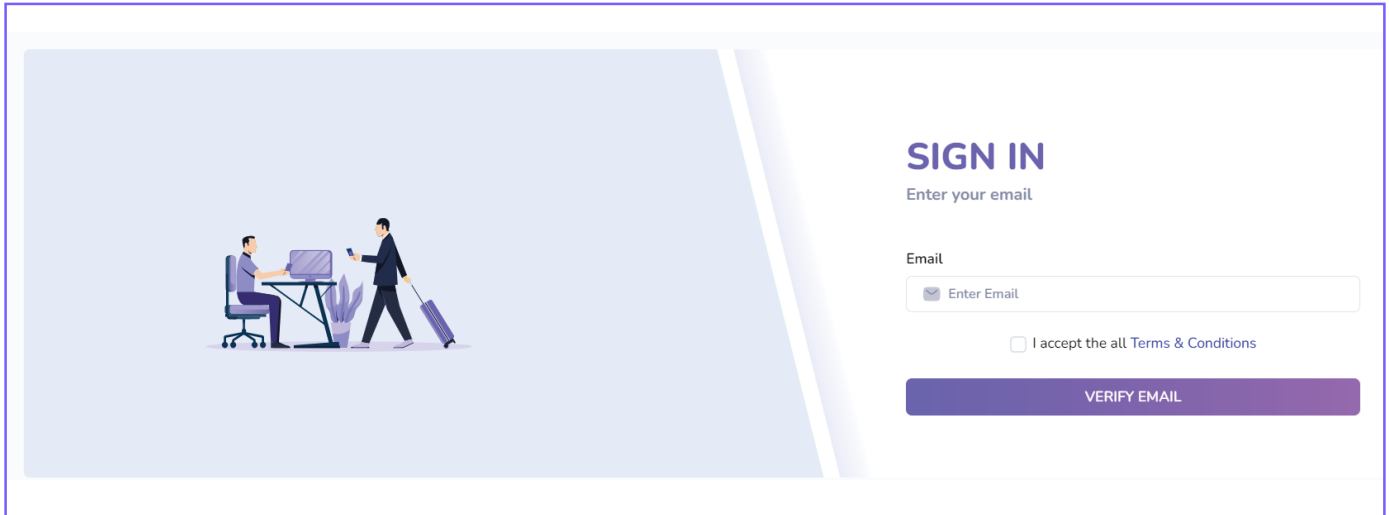
6 Flight Booking

Assists in the booking of flight services, ensuring that air travel arrangements are handled efficiently for employees.

Each module is explored in detail in the following sections, where step-by-step instructions will guide you through the process of utilizing these functionalities. This manual is designed to ensure that SPOCs can navigate the portal with ease, enabling them to efficiently fulfil their role in managing employee travel arrangements.

2. SPOC LOGIN

Access all your corporate travel solutions here: <https://cotrav.co/>

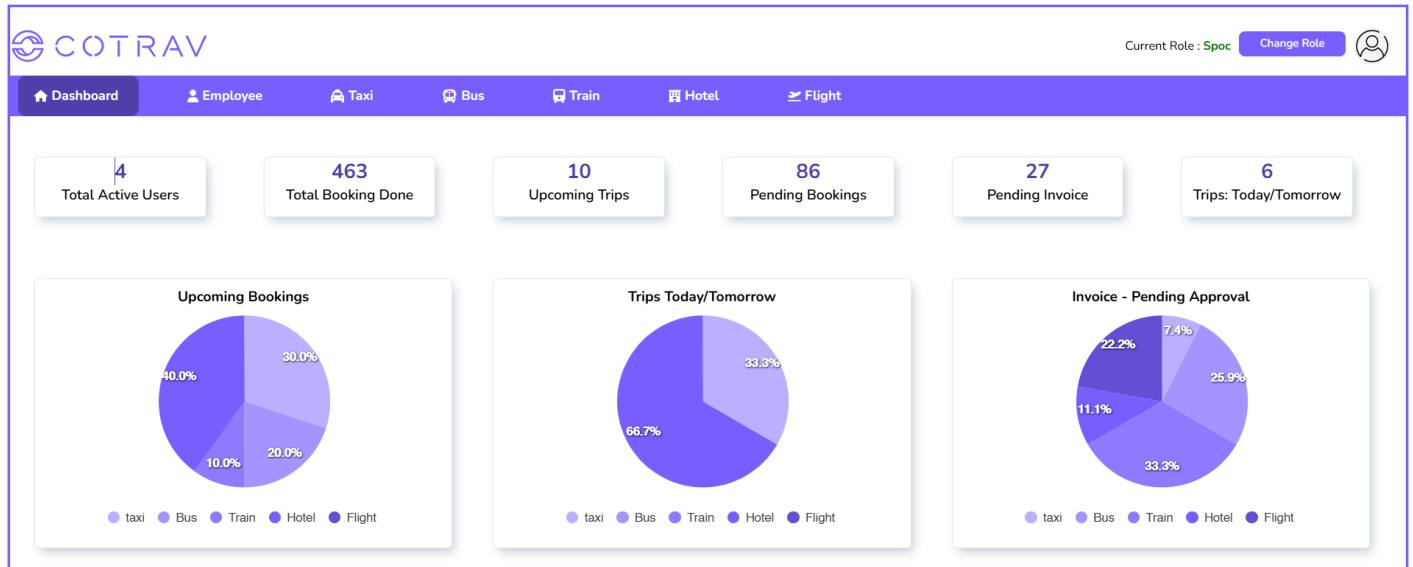


STEPS:

1. Enter the email address.
2. Now enter the OTP.
3. Accept the terms and conditions.
4. Click LOGIN

3. HOME PAGE

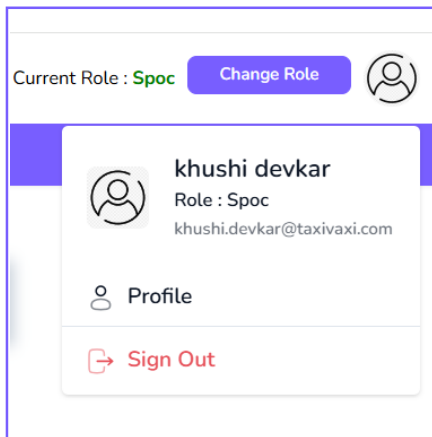
Post login screen:



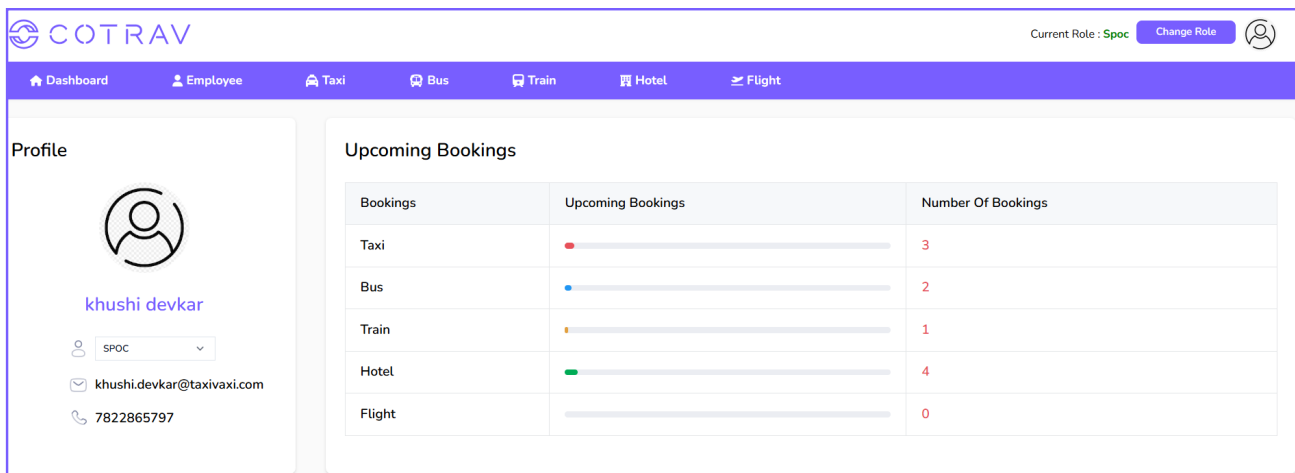
The home page is organized into the following submodules, each of which is described in detail in the subsequent sections:

- ◆ **Dashboard**
- ◆ **Taxi Bookings**
- ◆ **Bus Bookings**
- ◆ **Train Booking**
- ◆ **Hotel Booking**
- ◆ **Flight Booking**





4. PROFILE



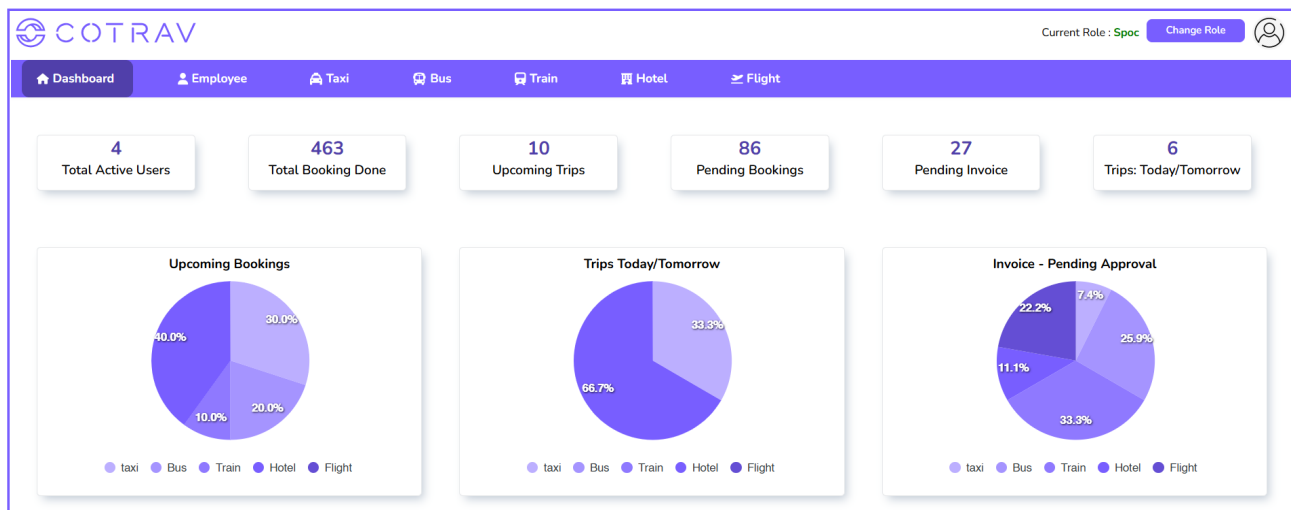
- ◆ On the top right corner of the home screen there will be a profile icon.
- ◆ On further click on Profile the profile view will open.
- ◆ The Roles can be switched from the profile dropdown icon.
- ◆ The default role will be Employee.



The Profile Page provides a comprehensive overview of upcoming bookings and a detailed summary of all types of bookings made. Additionally, it includes a feature for changing the user's password, ensuring that users can easily manage their account settings and maintain

Summary	
 Total Upcoming Bookings	10
 Total Active Users	4
 Total Pending Bookings	86
 Total Bookings	463

5. DASHBOARD



Overview

The dashboard offers a detailed view of upcoming bookings, trips for today and tomorrow, invoices, and key metrics about active users, total bookings, upcoming trips, and much more. It is designed to help users efficiently monitor and manage various aspects of the operations.

1. Pie Chart of Upcoming Bookings

Description:

- ◆ The pie chart visualizes the percentage distribution of upcoming bookings by type, such as taxi, bus, train, hotel and flight.
- ◆ Each slice of the pie represents a different type of booking.

2. Trips Today /Tomorrow

Description

- ◆ Displays the trips scheduled for today and tomorrow.
- ◆ Helps in managing and tracking daily and upcoming trips.

3. Invoices


Description

- ◆ Displays the status of invoices, including pending approval.
- ◆ Provides a snapshot of financial transactions.

6. TAXI BOOKING

The screenshot displays the COTRAV web application interface for taxi bookings. The top navigation bar includes a logo, user role information (Current Role: Spoc), and a 'Change Role' button. Below the navigation bar, there are tabs for different services: Dashboard, Employee, Taxi (selected), Bus, Train, Hotel, and Flight. The main content area features a 'Taxi Bookings' tab and a 'Taxi Invoice' tab. The 'Taxi Bookings' tab is active, showing a list of bookings with columns for Booking ID, Usage Type, Spoc Name, Pickup Location, Drop Location, Booking Date, Pickup Date | Time, Client Approval Status, Cotrav Status, Cancel Booking, and Details. The table contains three entries. At the bottom, there is a pagination control showing 'Showing 1 to 3 of 3 entries' and 'Records per page 10'.

Booking ID	Usage Type	Spoc Name	Pickup Location	Drop Location	Booking Date	Pickup Date Time	Client Approval Status	Cotrav Status	Cancel Booking	Details
TVTEST103346	Outstation	khushi devkar	Katraj, Pune, Maharashtra, India	Mumbai, Maharashtra, India	06 Nov 2024 02:06 pm	08 Nov 2024 02:05 pm	Pending Approver	Pending	Cancel	Details
TVTEST103348	Local	khushi devkar	Baner, Pune, Maharashtra, India		07 Nov 2024 05:51 pm	09 Nov 2024 12:00 am	Pending Approver	Pending	Cancel	Details
TVTEST103337	Local	khushi devkar	Mumbai, Maharashtra, India		31 Oct 2024 09:50 am	12 Nov 2024 03:20 pm	Approved	Pending	Cancel	Details

- 1. Overview:** The taxi booking page allows users to view and manage all taxi bookings.
- 2. Navigation:** Users can switch between different sections (e.g., air bookings, hotel bookings) using the tabs at the top.
- 3. Adding Bookings:** Explain how to add new taxi bookings using the "ADD TAXI BOOKING" button. 
- 4.** The Invoice section comprises several subsections, one of which is the "Unbilled | Pending Admin Approval" section. This subsection provides a list of bookings that have been approved by the SPOC (Single Point of Contact) and are now awaiting further action from the admin. The admin is required to either approve or reject these bookings, with the compulsory option to include relevant comments during reject process.
- 5. Viewing Bookings:** Describe how to view current taxi reservations, including details like Booking ID, User ID, pickup and drop-off locations, journey dates & times, and booking dates & times.
- 6. Status Check:** Clarify the meaning of each status (e.g., Approved, Pending) displayed under the "Status" column.

TAXI BOOKING

ADD TAXI BOOKING
Advance Search

Taxi Bookings
Taxi Invoice

Unbilled | Pending SPOC Approval
Unbilled | Pending Admin Approval
Unbilled | Cleared For Billing
Pending | Under Correction / Comments
Billed | Unpaid
Billed | Paid

Download Booking Report

Booking ID ↓	Usage Type ↓	SPOC ID Name ↓	Pickup Location ↓	Drop Location ↓	Booking Date Time ↓	Pickup Date Time ↓	Invoice Date ↓	Approve	Reject	Details
TVTEST103262	Local	khushi devkar	Delhi, India		10 Oct 2024 02:01 pm	18 Oct 2024 02:00 pm	16 Oct 2024 11:22 am	Approve	Reject	Details
TVTEST103299	Outstation	khushi devkar	Baner, Pune, Maharashtra, India	Kolhapur, Maharashtra, India	21 Oct 2024 11:36 am	22 Oct 2024 11:40 am	21 Oct 2024 11:42 am	Approve	Reject	Details

Showing 1 to 2 of 2 entries
Records per page < 1 >

Current Role : SPOC Change Role

Dashboard
Employee
Taxi
Bus
Train
Hotel
Flight

ADD TAXI BOOKING

Local
Outstation
Radio

Select Booking Reason* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="--Select--"/>	Expected Hours Usage* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="8"/>
Pickup City* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="--Select--"/>	Expected kms Usage* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="80"/>
Taxi Type* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="--Select--"/>	Suggested Package* <input style="width: 90%; border: 1px solid #007bff;" type="text"/>
Pickup Location* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="Enter a location"/>	Select Package* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="--Select--"/>
Drop Location* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="Enter a location"/>	Booking Reason/ Comment* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="Reason/Comment For Booking"/>
Pickup DateTime* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="DD-MM-YYYY"/>	Number Of Employee* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="1"/>
Assessment Code / Project Code* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="--Select--"/>	
Assessment City* <input style="width: 90%; border: 1px solid #007bff;" type="text" value="--Select--"/>	

EMPLOYEE DETAILS

Employee 1*	<input style="width: 90%; border: 1px solid #007bff;" type="text" value="--Select--"/>	Contact Number <input style="width: 90%; border: 1px solid #007bff;" type="text"/>	Age Of Passenger <input style="width: 90%; border: 1px solid #007bff;" type="text"/>	Gender <input style="width: 90%; border: 1px solid #007bff;" type="text"/>	Id Proof Type <input style="width: 90%; border: 1px solid #007bff;" type="text"/>	ID Card Number <input style="width: 90%; border: 1px solid #007bff;" type="text"/>
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Apply For Approval And Book

7. Cancel Booking: Explain how to Reject taxi bookings using the "Cancel" button. Cancel

8. Action Buttons: Explain the purpose of the "Cancel" and "Details" buttons next to each booking entry.

TAXI BOOKING

9. Report Generation: Provide steps for downloading booking reports using the “Download Booking Report” button.

10. Active Bookings Unassigned: This section displays taxi bookings that are yet to be assigned to drivers. Users can review unassigned bookings and take necessary action.

11. Active Bookings Assigned: Here, users find taxi bookings that have been successfully assigned to drivers. Details such as pickup/drop locations, journey times, and driver information are available.

12. Archived Bookings: Archived bookings represent completed or past taxi reservation. Users can refer to these records for historical purposes or auditing.

13. Cancelled/Rejected Bookings: This section list bookings that were cancelled or rejected. Users can review reasons for cancellation and track patterns.

The screenshot displays the COTRAV web application interface. At the top, there is a navigation bar with the COTRAV logo and a current role indicator set to 'Spoc'. Below the navigation bar, the main content area is organized into several sections:

- BOOKING DETAILS:** A table showing booking information for ID TVTEST103346, booked on 06 Nov 2024 at 02:06 pm. The status is 'Pending Approval' and the reason for booking is 'TEST'.
- SPOC DETAILS:** A table showing Spoc Name (khushi devkar), Spoc Mobile Number (7822865797), and Spoc Email (khushi.devkar@taxivaxi.com).
- PASSENGER DETAILS:** A table showing Passenger 1 details: Employee Id (12345), Name (pratiksha choudhary), Email (pratiksha.choudhary@taxivaxi.com), Contact Number, and Govt. ID Type | Number (aadhaar card).
- COMMENTS:** A section for Company Comment and Cotrav Reply.
- FEEDBACK:** A section for Rating (5 stars) and Issue Type (dropdown menu).

7. BUS BOOKING

1. Similar to the taxi bookings, users can manage bus reservations.
2. The interface includes filters for different booking statuses (e.g., active, archived).
3. Bus Bookings: This tab displays information related to bus reservations.

Booking ID	Spoc Name	From City	To City	Booking Date Time	Journey Date Time	Client Approval Status	Cotrav Status	Cancel Booking	Details
TYTESTBUS36528	khushi devkar	Pune, Maharashtra, India	Mumbai, Maharashtra, India	08 Nov 2024 01:35 pm	09 Nov 2024 01:35 pm	Pending Approver	Pending	Cancel	Details

4. Bus Invoice: Likely used for managing invoices and financial aspects of bus bookings.
5. Details such as Booking ID, SPOC Name, From City, To City, Booking Date/Time, Journey Date/Time, Client Approval Status, and Spoc Status are available.
6. Users can view additional details or take actions using the “Details” button.

BOOKING DETAILS	
Booking ID	TYTESTBUS36528
Booking Date Time	08 Nov 2024 01:35 pm
Approval Date Time	NA
Bus Priority Requested	AC Seater AC Seater AC Sleeper
Pickup City	Pune, Maharashtra, India
Drop City	Mumbai, Maharashtra, India
Preferred Bus	NA
Preferred Boarding Point	Katraj, Pune, Maharashtra, India
Pickup Time Range	9 Nov 2024 1:35 pm To 11 Nov 2024 1:35 pm
Pickup Date Time	09 Nov 2024 01:35 pm
Booking Status	Pending Approval
Booking Reason	TEST

SPOC DETAILS	
Spoc Name	khushi devkar
Spoc Mobile Number:	7822865797
Spoc Email:	khushi.devkar@taxivaxi.com

PASSENGER DETAILS	
Passenger 1	
Employee Id	DEMO0031
Name	Nivedita Patil
Email	nivedita.patil@taxivaxi.com
Contact Number	
Govt. ID Type Number	aadhaar card NA

COMMENTS	
Company Comment	
Cotrav Reply	

8. TRAIN BOOKING

1. Users can manage train reservations, like taxi bookings.
2. The system includes filters for different booking statuses (e.g., active, archived).

The screenshot displays the COTRAV web application interface for managing train bookings. The top navigation bar includes 'Dashboard', 'Employee', 'Taxi', 'Bus', 'Train' (selected), 'Hotel', and 'Flight'. The current user role is 'Spoc'. The main content area features a 'Train Bookings' tab and a 'Train Invoice' tab. Below the tabs, there are filters for 'Active Bookings: UnAssigned', 'Active Bookings: Assigned', 'Archived Bookings', and 'Cancelled / Rejected Bookings'. A 'Download Booking Report' button and a search bar are also present. The table below has the following columns: Booking ID, Spoc Name, From City, To City, Booking Date, Journey Date | Time, Client Approval Status, Cotrav Status, Booking Status, Cotrav Contact Person, Cancel Booking, and Details. The table is currently empty, showing 'No records'. The bottom right corner indicates 'Records per page 10'.

3. Users can access additional details or take actions using the “Details” button.
4. Train Bookings tab displays comprehensive information, including booking ID, SPOC name, departure city, arrival city, booking date/time, journey date/time, client approval status, and SPOC status.

9. HOTEL BOOKING

Booking ID	Spec Name	Location	Booking Date	Check-In Date Time	Check-Out Date Time	Room Occupancy	Room Nights	Room Type	Client Approval Status	Cotrav Status	Cancel Booking	Details
TVTESTHTLS3157	khushi devkar	Delhi	07 Nov 2024 06:11 pm	08 Nov 2024 05:58 pm	09 Nov 2024 05:58 pm	Single	2	Bucket 0	Offline Booking Need NOM Approval	Pending	Cancel	Details
TVTESTHTLS3156	khushi devkar	Delhi	07 Nov 2024 06:11 pm	08 Nov 2024 05:58 pm	09 Nov 2024 05:58 pm	Single	2	Bucket 0	Offline Booking Need NOM Approval	Pending	Cancel	Details
TVTESTHTLS3155	khushi devkar	Delhi	07 Nov 2024 06:11 pm	08 Nov 2024 05:58 pm	09 Nov 2024 05:58 pm	Single	2	Bucket 0	Offline Booking Need NOM Approval	Pending	Cancel	Details
TVTESTHTLS3154	khushi devkar	Delhi	07 Nov 2024 06:11 pm	08 Nov 2024 05:58 pm	09 Nov 2024 05:58 pm	Single	2	Bucket 0	Offline Booking Need NOM Approval	Pending	Cancel	Details
TVTESTHTLS3153	khushi devkar	Pune	06 Nov 2024 02:21 pm	07 Nov 2024 02:30 pm	09 Nov 2024 03:30 pm	Double	3	Bucket 0	Pending Approver	Pending	Cancel	Details

1. Hotel bookings likely follow a similar structure.
2. Users can track reservations, check-in/check-out dates, and booking status.
3. The interface may include columns for Hotel ID, Guest Name, Check-in Date/Time, Check-out Date/Time, Room Type, and Status.

10. FLIGHT BOOKING

The screenshot displays the COTRAV Flight Booking interface. At the top, there is a navigation bar with the COTRAV logo and a user profile icon. Below the navigation bar, there are tabs for different services: Dashboard, Employee, Taxi, Bus, Train, Hotel, and Flight. The Flight tab is currently selected. In the Flight section, there are two main tabs: Flight Bookings and Flight Invoice. Below these tabs, there are filters for Active Bookings: UnAssigned, Assigned, Archived Bookings, and Cancelled / Rejected Bookings. A search bar is located on the right side of the filter area. Below the filters, there is a table with the following columns: Booking ID, Spoc Name, Passenger Names, No. of seats, From City, To City, Booking Date | Time, Journey Date|Time, Client Approval Status, Cotrav Status, Cancel Booking, and Details. The table is currently empty, showing "No records". At the bottom right of the table, there is a "Records per page" dropdown menu set to 10.

1. Flight bookings share common elements.
2. Users can view flight details, departure/arrival times, and passenger information.
3. Columns may include Flight ID, Passenger Name, Departure City, Arrival City, Departure Date/Time, and Status.