



CTC SMART TECH / FLAMINGO TRAVEL

One tour file. The whole journey connected.

E-commerce → Sales → Operations → Guides → Accounting

Existing ERP demo + proposed AI and mobile apps.



01 / BUSINESS RESEARCH

Following how Flamingo runs its tours.

Sales · 12 steps

Intake, quote, close, Form 1, collect payment and care.

Accounting · 5 groups

Cash in/out, budget, incidents, invoices and settlement.

Operations · 6 steps

Assess, book suppliers, assign guides, track delivery.



02 / INTEGRATED FLOW

Different inputs. One tour file.

B2B / B2C

Quote request or website order → Sales owner.

Operations / guides

Book suppliers, control COD, run checklists.

Quote / Form 1

Agree services, conditions and handover data.

Settlement / care

Reconcile cash and close the file after the tour.

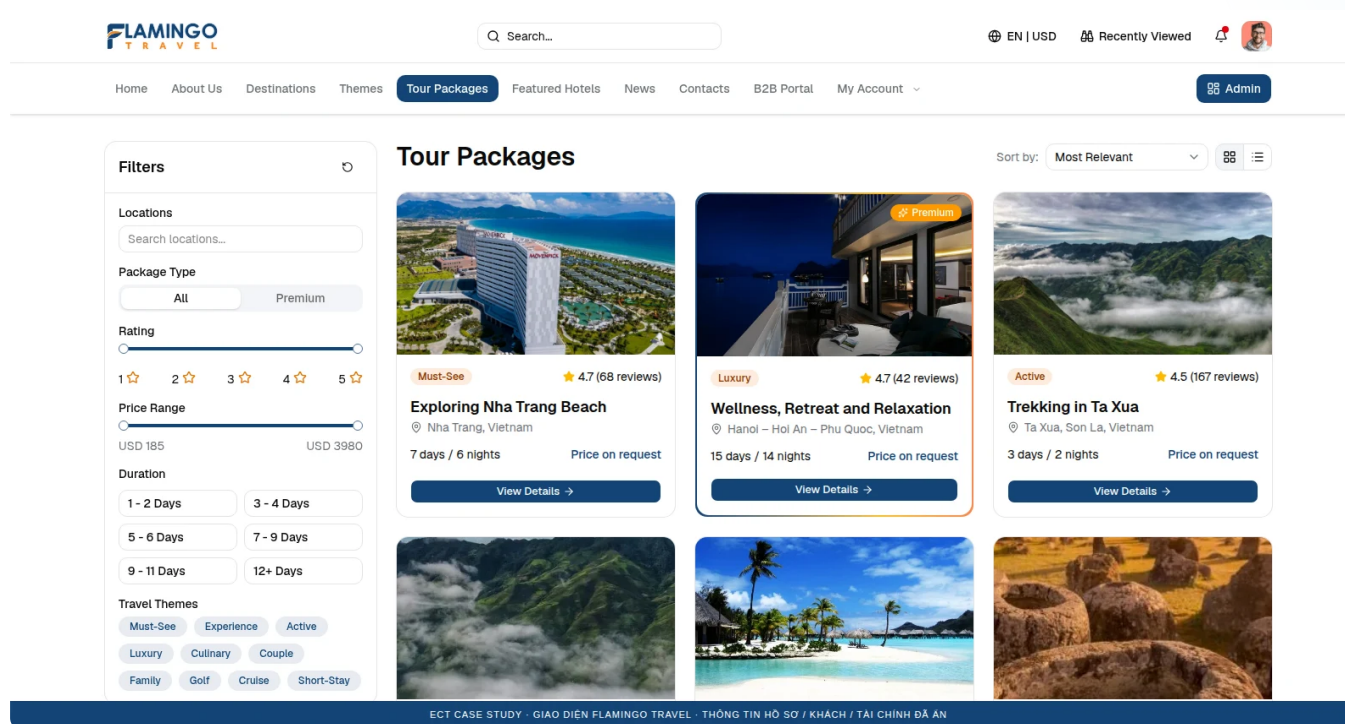


03 / E-COMMERCE

CTC SMART TECH

The tour operator's online channel.

Tour products, destinations and booking requests open the Sales process.



Flamingo Travel screenshot · record and finance data redacted



Managing opportunities and sales stages.

Receive request → update opportunity → prepare quote → hand over on close.

The screenshot displays the 'Flamingo Travel' CRM interface. The sidebar on the left contains various navigation items, with 'Pipeline báo giá' (Quotation Pipeline) selected. The top navigation bar shows the current view as 'Dashboard > Pipeline báo giá' and includes a search bar and user profile. The main content area features a Kanban board at the top and a detailed table view below. The table view shows a list of sales opportunities with columns for 'Pax', 'Điểm đến' (Destination), and 'Giai đoạn' (Stage). The 'Giai đoạn' column includes dropdown menus for selecting the stage. The table data is redacted with dashes.

Pax	Điểm đến	Giai đoạn
—	—	—
—	—	—
—	—	—
—	—	—
—	—	—
—	—	—
—	—	—
—	—	—
—	—	—

Flamingo Travel screenshot · record and finance data redacted

Services, norms and quote versions are the basis for checking and approval.





One tour code across three departments.

The tour file ties Sales–Operations–Accounting progress, owners and services together.

The screenshot displays the 'HỒ SƠ ĐOÀN' (Tour File) section of the Flamingo Travel system. The interface includes a sidebar with navigation options like 'Quy trình vận hành', 'Trung tâm biểu mẫu', 'Pipeline báo giá', and 'Hồ sơ đoàn'. The main area shows a table of tour records with columns for tour code, tour name, pax, nationality, departure date, NVDH, progress bar, COD, and status. The table contains 6 rows of data, each representing a different tour. The status column uses colored circles to indicate the tour's progress: green for completed, yellow for in progress, and red for pending or issues.

Mã đoàn	Tour	Pax	Quốc tịch	Ngày đến - đi	NVDH	Tiến độ 3 phòng ban	COD	Dự toán thu	Trạng thái
---	---	---	---	----	---	---	---	---	---
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Flamingo Travel screenshot · record and finance data redacted



07 / COD

Supplier deadlines controlled before paying.

COD here is the supplier payment deadline; reconciled with cash received and approval.

Dashboard > Danh sách đoàn > Cảnh báo COD

Q. Tìm kiếm...

Đánh giá VI

Quy trình vận hành >

Trung tâm biểu mẫu (11...

Pipeline báo giá

Đơn B2C website

Cấu hình báo giá (vend...

Tiền vé & CSKH

Form 1 — Đặt tour

Tiến độ công việc

Hồ sơ đoàn >

Quản lý NCC (Vendor)

Cảnh báo COD

Dự toán — Quyết toán

PCCV & Lịch HDV

Nghị vụ kế toán >

Dashboard

Tùy chỉnh menu

Q. Dữ liệu đã ẩn

Tất cả

Tất cả

Tất cả

Đoàn	Loại	Nhà cung cấp	Hạn COD	—	—	Số tiền	—	NVĐH
—	—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—	—
—	—	—	—	—	—	—	—	—
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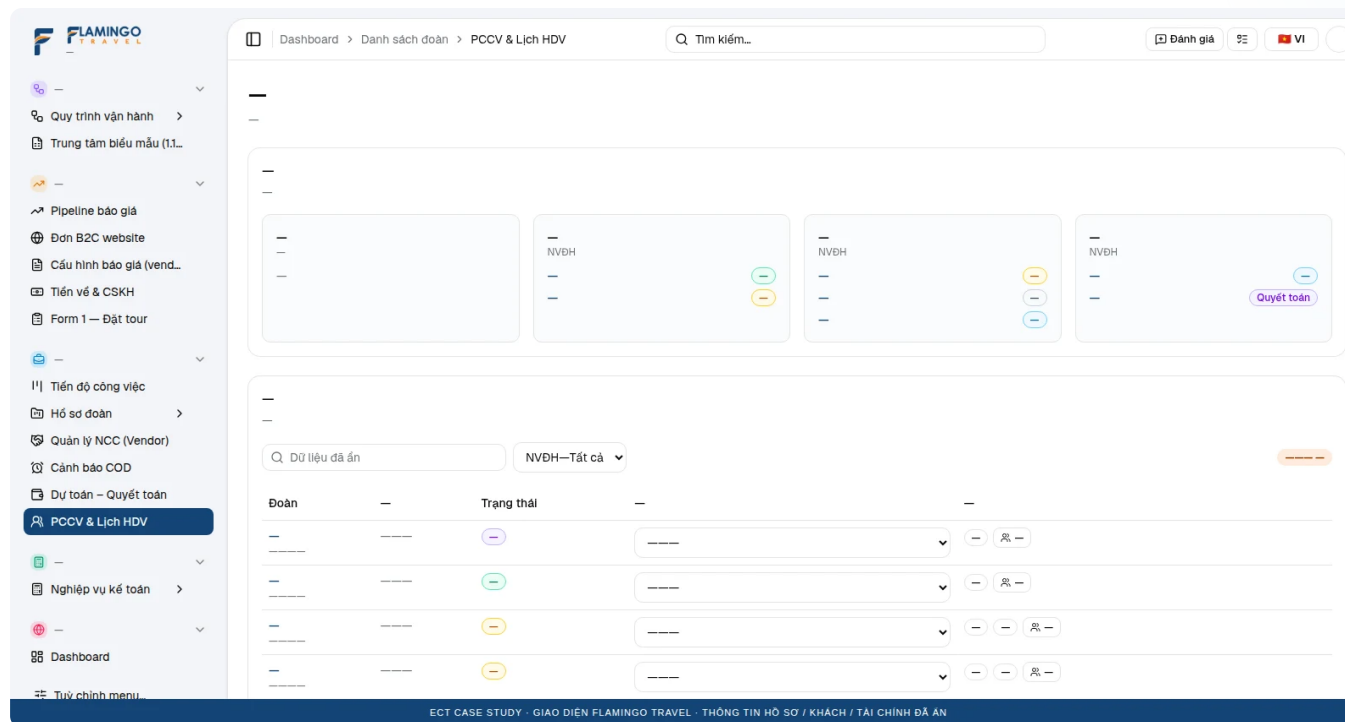
ECT CASE STUDY · GIAO DIỆN FLAMINGO TRAVEL · THÔNG TIN HỒ SƠ / KHÁCH / TÀI CHÍNH ĐÃ AN

Flamingo Travel screenshot · record and finance data redacted



The right person on the right tour and schedule.

Assignments and guide schedules are the data base for the field app.



Flamingo Travel screenshot · record and finance data redacted

Linking budget to settlement.

Track costs, incidents and variances; an approved request is not a completed payment.

[illegible]

Flamingo Travel screenshot · record and finance data redacted

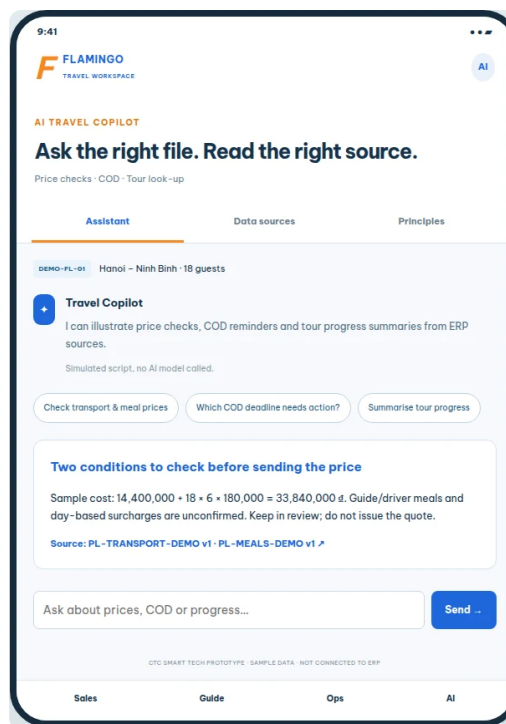


10 / AI TRAVEL COPILOT

Sourced price checks.

Transport & meals → find missing conditions → owner verifies.

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AI assistant prototype from the Flamingo POC documentation · no LLM or ERP API call



11 / AI FLOW

AI helps at exactly the step being checked.

Read & normalise

Versioned price lists, conditions and validity dates.

Sourced suggestions

A conclusion to verify, citing the right price list and conditions.

Rule-based checks

Vehicle norms, meal allowances, surcharges and missing fields.

Human approval

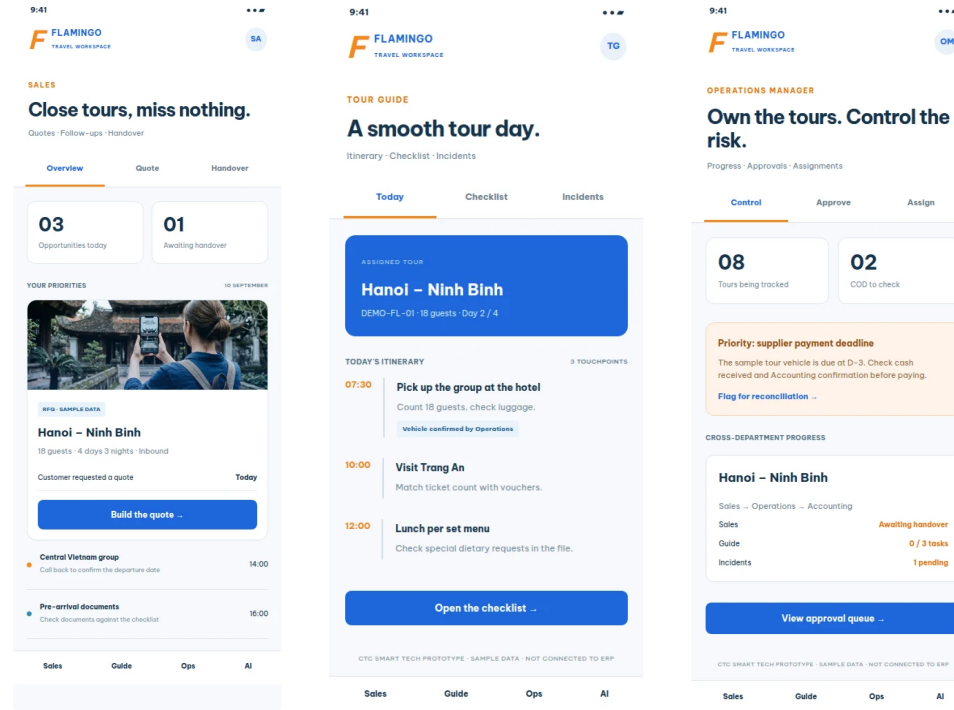
Verify before writing data or sending a quote.



12 / ROLE-BASED MOBILE

Same ERP. Three workspaces.

CTC SMART TECH



Sales · Tour guide · Operations manager / Proposed prototypes



From quote draft to handover.

RFQ → price configuration → condition checks → Form 1.

9:41

FLAMINGO

TRAVEL WORKSPACE

SA

SALES

Close tours, miss nothing.

Quotes · Follow-ups · Handover

OverviewQuoteHandover

QUOTE · DEMO-FL-01

Guests

18

Target margin (%)

18

Transport + fixed services	14.400.000 ¢
6 meals + 180.000 ¢ / guest	19.440.000 ¢
Proposed selling price	41.268.293 ¢

Illustrative price: excludes tax/surcharges. Each line needs supplier - condition checks before approval.

Save quote draft

CTC SMART TECH PROTOTYPE · SAMPLE DATA · NOT CONNECTED TO ERP

SalesGuideOpsAI

Sales app prototype · illustrative quote



Run the tour. Record incidents.

Itinerary → checklist → report incident → await the manager.

9:41

FLAMINGO

TRAVEL WORKSPACE

TG

TOUR GUIDE

A smooth tour day.

Itinerary · Checklist · Incidents

TodayChecklistIncidents

Report an incident

Description

e.g. extra parking fee due to a pick-up change

Estimated amount (€)

350000

Creates a request for the manager to review; it is not approved or marked paid automatically.

Send sample request

Extra pick-up point requested by the sample group

350,000 € · Awaiting manager review

CTC SMART TECH PROTOTYPE · SAMPLE DATA · NOT CONNECTED TO ERP

SalesGuideOpsAI

Guide app prototype · incident request



15 / OPERATIONS APP

Handle what needs a decision.

COD → incidents → check the basis → approve / request additions.

CTC SMART TECH

9:41

FLAMINGO

TRAVEL WORKSPACE

OM

OPERATIONS MANAGER

Own the tours. Control the risk.

Progress · Approvals · Assignments

Control Approve Assign

INCIDENTS TO REVIEW

Extra pick-up point requested by the sample group

350,000 \$ - Awaiting manager review

Reason / basis for decision

e.g. checked the service conditions

Approve sample request

Request additions

Approval only changes the sample request status; no payment is made.
Real permissions must be checked at the ERP API.

CTC SMART TECH PROTOTYPE - SAMPLE DATA - NOT CONNECTED TO ERP

Sales Guide Ops AI

Manager app prototype · approval queue



16 / DEPLOYMENT ARCHITECTURE

One data foundation. Permissions checked at the API.

User channels

Website, desktop ERP and role-based apps.

Control

Authentication, per-tour permissions, versions, audit log and sync.

Business core

Tour codes, RFQs, supplier bookings, Form 1, checklists and finance.

AI gateway

Source look-ups, action suggestions and human handover.



17 / ROADMAP

Accept each layer before scaling.

Data foundation

Standardise prices, tour codes, suppliers, norms and permissions.

ERP & apps

Persistent data; test handover / incident / approval flows.

Price pilot

Transport & meals: measure extraction, pricing and false alerts.

AI & multichannel

Add look-ups, reminders and permitted actions.



18 / ACCEPTANCE

Measure the quality of the whole workflow.

Integration

Sales-channel input lands in the right queue; no re-keying.

Right permissions

Guides see only assigned tours; decisions have a person and a reason.

Business correctness

Complete Form 1, COD on time, pricing matches the reference sheet.

Resilience

Multi-device, exception sync, logs and recovery.



CTC SMART TECH / NEXT STEP

Experience the solution from one sample tour.

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