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Requirement of Revenue Audit of car rental desk:



Objective: Many companies have their own travel desk to facilitate their senior officers and end eligible users to book their travel plans including requirement of cars. They sign contract with car rental companies and start giving bookings to them. As per agreed terms and conditions car rental companies provide cars to these companies, fix the billing cycle, submit MIS of cars used, accept the bills and pay them as per their vendor payment date/cycle.

This looks simple and general practicing terms of working of any travel desk apparently. But there is a lot an experience car rental revenue auditor or professional credit control consultant can vouch in this system to get an eye opening results from the following complex and break way audit system.

Methodology:

- 1) At the first instance he studies the commercials signed by bot the parties deeply.
- 2) He goes with every clause and conditions laid down in the commercials.
- 3) He then requests for booking mails, MIS of bills submitted and physical copies of bills submitted with all supporting to the client.
- 4) He then check SOPs set for their internal working and check that every thing is in order or not.
- 5) He then check booking mails, package levied for that particular duty, whether jumping of package or rates were proper or not, whether all supporting like toll receipts, parking receipts are in place and matching with the figure mentioned in the bill.
- 6) He then checks whether packages for each city if signed on differently has been levied correctly while generating each bill.
- 7) He then checks whether car rental vendor has submitted bills as per the agreed terms each time or not.
- 8) He then checks that whenever client has faced any operational issue or the car rental vendor has cancelled the trip etc credit note for the appropriate note has been given to his client by the car rental vendor.

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- 9) He then checks if the volume of car rental amount has increased from the commitment then whether special discount has been demanded from the car rental vendor.
- 10) He then checks if usage of cars for any particular sector is more then what beneficial package should have been agreed additionally from the car rental vendor to save spending.



He then checks whether increase in rates has happened as per SOP or not.

- 11) He then finds out the revenue leakages from the present operating module and suggest modifications to stop cash loss.
- 12) He then checks if permitted by the client on the surprise car check whether the cars are in good conditions, whether chauffeurs are well groomed, whether amenities as per agreed terms has been given by the car rental vendor for each duty, whether the car is reporting in time, whether all the required papers as per car rental industry SOPs are present in the car, whether all safety measures have been abide by the car rental vendor etc.
- 13) He then give certain recommendations to increase safety and security of passengers.

All the above check points can be done through experienced car rental professionals to curb revenue losses.

Conclusion:

It is very important to undertake Revenue Audit of Travel Desk of car allocation desk on regular intervals to curb mistakes while settling travel desk bills and block leakages in the follow up of various SOPs set in this.

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