

# **INDESK GETS AN UPGRADE**

DISCOVER  
THE LATEST FEATURES

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## Season's Greetings to the Riya Business Travel family

As we inch closer to 2022, the future is looking radiant. At Riya Business Travel, advanced technology powers our future to scale, upgrade and improve our reach. The latest advancement is the improvisation of Indesk.

Our IT team has worked towards revolutionising the interface to make it user friendly. Explore the newest features that will enhance productivity and ease the processes. The improved Indesk is designed to minimise steps, view information at a glance and book services proficiently.

Note the travel updates stated in this newsletter and offer your customers value-added information.

Congratulations to the top performers of Riya Business Travel. Thank you for your determination and continue the hard work.



### Remembering Our **Dear Sasidharan Nair**

It is no secret that Sasidharan Nair's warmth and friendliness could draw people to him. As we mourn his loss, we must celebrate a life that was well lived. His dynamics with different people varied, but we can agree that his exuberance was spirited and optimistic.

For over a decade, Sasidharan Nair has been instrumental in a multitude of projects at Riya Business Travel. He was a team player and excelled as a team leader. He had no dearth of solutions and provided apt resolutions to make the workplace a great place.

Sasidharan Nair – you will be missed.

Sunil Dhingra  
Riya Business Travel



# RIYA BUSINESS TRAVEL HAS A REVAMPED INTERNAL BOOKING TOOL

We are working on numerous technological advancements to enhance productivity and design various tools to make it more user friendly. One such recent development is the revised version of the Internal Booking Tool – Indesk, used by our employees for Corporate Air Ticketing.

## These are the features of the enhanced tool:

**Score Card** – Explore the real-time dashboard on the homepage, to view Trip, Booking, Pending Activity, Offline Booking Request, etc. for all the clients mapped to the respective Indesk user.

**Trip Planner** – An Indesk user can do a booking from this option on behalf of an employee. Users can also follow the approval matrix for any client who is using RBT Cliq (Corporate Booking Tool) and have an option to bypass the approval matrix.

**Ancillary Services** – Post Issuance, users can directly add any kind of SSR like extra baggage, seat, meal, etc. and the same will be auto updated on the ticket copy. It will also be auto pushed in ERP on a real-time basis.

**Admin** – Here the users can be enabled with 4 different options: Employee Management, Corporate Management, Message Board and Admin based on the following description.

## Employee Management:

- **Employee Creation/View Employee Details** – Users can create a new employee profile at any time. Also, view and edit the profile details.
- **Update and Transfer** – Users can update the existing employee profile details as well as can transfer the employee from one entity to another.
- **Bulk Upload** – Users will be able to upload employee profiles at one go with or without hierarchy mapping.

## Corporate Management:

- **Rights and Policies** – Multiple rights and policies can be mapped under this option related to client travel policies.
  - **Hierarchy Creation** – It can be done for any client.
  - **Attribute Creation** – Under this option we can create the attribute with different field values like free text, drop down (pre-filled on back end), radio button and check box. These attributes can be configured via multiple means and can be also selected to
- Note:** A maximum of 12 attributes can be pushed to ERP and it will be reflected on the invoice copy.

**Message Board:** Travel Policy, Travel Banner, Announcements and Product User Guides can be uploaded from this option for RBT Cliq users.

**Admin:** User can view trip mail activity and retrigger a trip email to the traveller and approver.

- **Reports** – There are multiple reports available in this section like VIP/CIP, Account Statement, Summary, Saving/Mis-saving, etc.
- **Inventory** – Here the user can create the inventory for the client contracted hotel and guest house inventory along with grade-wise mapping.
- **Online Cancellation & Reschedule** – Auto cancellation and reissue is live for domestic LCC carriers (6E, SG & G8) and the tax break up option for FSC carriers has been added.
- **Manual Booking** – Manual accounting option is available for all the products and the respective attributes mapped for the client will also reflect at the time of accounting.
- **Retrieve Ticketing** – All airlines ticketing can be done with multiple passengers and the attributes mapped on the back end for the client will also reflect at the time of ticketing.

# MAJOR COUNTRIES **OPEN FOR TRAVEL TO INDIANS**

As COVID-19 cases have started declining in several parts of the world, most countries have opened their borders for foreign travellers helping in the revival of travel and tourism across the globe.

Countries like Australia, Oman, Philippines, Mexico, Nepal, Sri Lanka, and Greece have also recognised India's Covaxin as it eases curbs on international travel. Indian tourists vaccinated with Bharat Biotech's Covaxin will be considered fully immunized in these countries.

The Ministry of External Affairs also confirmed that five more countries have recognised India's Covaxin vaccination certificate, including Estonia, Kyrgyzstan, State of Palestine, Mauritius and Mongolia. Thailand has also allowed quarantine-free entry to fully vaccinated travellers from 63 countries, including India.

Singapore has also re-opened its borders for citizens of six countries, including India, Myanmar, Nepal, Pakistan, and Sri Lanka. People with a 14-day travel history to these countries will be allowed to enter and transit through Singapore.

According to new travel guidelines, the US has also lifted travel restrictions on China, India and much of Europe. The White House said that with few exceptions, only foreign nationals with vaccinations approved for emergency use by the World Health Organization will be allowed to board planes to the U.S.

The UK has also exempted fully vaccinated from quarantine requirements. Fully vaccinated Indians can travel to the UK, but they need to take COVID-19 test on the second day of their arrival.





# COUNTRIES THAT HAVE ACCEPTED INDIAN VACCINES

68 countries have **Approved Covishield** / 33 countries have **Approved Covaxin**

## **Covishield** approved by

- |                                      |                              |
|--------------------------------------|------------------------------|
| 1. AFGHANISTAN                       | 35. LATVIA                   |
| 2. REECE                             | 36. SRI LANKA                |
| 3. NORTHERN MARIANA ISLANDS          | 37. BULGARIA                 |
| 4. ANTIGUA AND BARBUDA               | 38. LEBANON                  |
| 5. GRENADA                           | 39. SURINAME                 |
| 6. NORWAY                            | 40. COTE D'IVOIRE            |
| 7. ARGENTINA                         | 41. MADAGASCAR               |
| 8. HONDURAS                          | 42. SWEDEN                   |
| 9. SAINT KITTS AND NEVIS             | 43. CROATIA                  |
| 10. AUSTRIA                          | 44. MALDIVES                 |
| 11. HUNGARY                          | 45. SWITZERLAND              |
| 12. SAINT LUCIA                      | 46. CYPRUS                   |
| 13. BAHRAIN                          | 47. MAURITIUS                |
| 14. ICELAND                          | 48. SYRIAN ARAB REPUBLIC     |
| 15. SAINT VINCENT AND THE GRENADINES | 49. DOMINICA                 |
| 16. BANGLADESH                       | 50. MOROCCO                  |
| 17. INDIA                            | 51. TOGO                     |
| 18. SEYCHELLES                       | 52. EGYPT                    |
| 19. BARBADOS                         | 53. MYANMAR                  |
| 20. IRELAND                          | 54. TONGA                    |
| 21. SLOVENIA                         | 55. ETHIOPIA                 |
| 22. BELGIUM                          | 56. NAMIBIA                  |
| 23. ITALY                            | 57. TRINIDAD AND TOBAGO      |
| 24. SOLOMON ISLANDS                  | 58. FINLAND                  |
| 25. BHUTAN                           | 59. NEPAL                    |
| 26. JAMAICA                          | 60. UKRAINE                  |
| 27. SOMALIA                          | 61. FRANCE                   |
| 28. BOLIVIA                          | 62. NETHERLANDS              |
| 29. JAPAN                            | 63. UNITED KINGDOM           |
| 30. SOUTH AFRICA                     | 64. GERMANY                  |
| 31. BOTSWANA                         | 65. NICARAGUA                |
| 32. KYRGYZSTAN                       | 66. UNITED STATES OF AMERICA |
| 33. SPAIN                            | 67. GHANA                    |
| 34. BRAZIL                           | 68. NIGERIA                  |

## **Covaxin** approved by

1. GUYANA
2. INDIA
3. IRAN
4. MAURITIUS
5. MEXICO
6. NEPAL
7. PARAGUAY
8. PHILIPPINES
9. ZIMBABWE
10. ESTONIA
11. GREECE
12. SWITZERLAND
13. AUSTRIA
14. FINLAND
15. HUNGARY
16. ICELAND
17. LATVIA
18. NETHERLANDS
19. SPAIN
20. SLOVAKIA
21. SWEDEN
22. AUSTRALIA
23. HONG KONG
24. FRANCE
25. CANADA
26. UNITED KINGDOM
27. SRI LANKA
28. UNITED STATES OF AMERICA
29. OMAN
30. VIETNAM
31. LATVIA
32. MEXICO
33. PARAGUAY

# INDIA'S JOURNEY OF ADMINISTERING 100 CRORE VACCINE DOSES

India achieved a remarkable milestone of administering 100 Crore 'Made in India' vaccines to its countrymen a few weeks ago. The entire world cheered for the country at this remarkable accomplishment. We, at Riya Group, are also nearing the milestone of getting 100% of our employees completely vaccinated. While most of our employees have been partially vaccinated for a few weeks already; post the waiting period now almost 85% of our employees at Riya Group are completely vaccinated.

And at Riya Business Travel, we have more than 90% of the team members completely vaccinated. As we enter 2022, we look forward to welcoming back all our employees completely vaccinated.



# EMPLOYEE CORNER

## Top Performers:

A good rapport with clients builds trusts and long-term dependency on the brand. Over the years, the Riya Business team has cultivated this bond through perseverance, which has led to shining feedback from clients. These are the top employees that received appreciation from clients during the last 3 months.



**Bhagwan Karape**  
Visa Team, Pune



**Mohammad Saad**  
Operations Team, Mumbai



**Chandru Punjabi**  
Operations Team, Mumbai



**Ruchika Behl**  
Operations Team, Mumbai



**Jaffar Shaikh**  
Operations Team, Mumbai



**Mohd. Ayaz**  
Operations Team, Gurgaon



**Murtuza Ali Suleman**  
Operations Team, Mumbai



**Naved Khan**  
Visa Team, Delhi



**Mukesh Kumar**  
Operations Team, Gurgaon



**Gurjit Kaur Gandhi**  
Visa Team, Pune



**Ritesh Sukhdare**  
Operations Team, Mumbai







**PHONE**

022 - 67772300



**EMAIL**

[rbt.newsletter@riya.travel](mailto:rbt.newsletter@riya.travel)



**WEBSITE**

[www.riyabusinessstravel.com](http://www.riyabusinessstravel.com)