

Tourism Breaking News

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HRAWI offers the state government access to over 500 of its hotel rooms

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ITQ aiding agents with swift refunds and reissue through handy online tools

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Sandeep Dwivedi, COO, InterGlobe Technology Quotient (ITQ), has said that they have been helping agents with online tools that aid in swift cancellations, reissue and refunds. "ITQ is doing what we have always done i.e. be a responsible intermediary between airlines and travel agents, communicating all developments, especially those related to GDS (Global Distribution System) and flight bookings; even more in these tough times. Further, teams at ITQ are providing 24*7 support to travel agents for reissue and cancellation of flight

bookings, and even helping install system online for agents to work smoothly from home. In addition, following these sudden developments, we are providing handy Travelport Smartpoint hacks such as refunds using linear entry to make transacting easier and swifter for our agents. We are on the edge, serving agents by resolving queries and recording apprehensions and issues for future in order to accommodate the same in our system, if adversity worsens or for when it smoothens out. On priority, we are taking all necessary actions to prepare ourselves and our system for managing any probable or unexpected requirements smoothly," he said.