

VOID / CANCELING AN E-TICKET RECORD:

Void / Cancelling an ET record causes the system to send a void request to the airline. The record is also cancelled in the sales report automatically, as long as the cancellation is within the current sales period.

When an e-ticket has been successfully voided, the following message is displayed:

**OK-ETKT UPDATED
SALE IS CANCELED IN REPORTING SYSTEM**

Certain airlines may also return a settlement authorization code (sac). In this case, it is displayed in the message that follows:

**OK-ETKT UPDATED SAC-0060590436275
SALE IS CANCELLED IN REPORTING SYSTEM**

STEPS TO VOID / CANCELING AN E-TICKET

Following are the steps to void an e-ticket (Re-issued e-ticket can not be void)

1-Retrieve PNR:

```
RP/DOHQ2900/DOHQ2900          OC/PR 25JAN06/0526Z  2TZFFS
1.AMADEUS/MR
2  BA 124 K 12FEB 7 DOHLHR HK1 2355 0620 13FEB  E  BA/ RZHQXM
3  BA 125 M 16MAR 4 LHRDOH HK1 1015 2130 16MAR  E  BA/ RZHQXM
4  AP DOH +974 4667579 - AMADEUS QATAR - TRAINING - A
5  TK OK25JAN/DOHQ2900//ETBA
6  FA PAX 125-4810001471/ETBA/QAR3910.00/25JAN06/DOHQ2900/7777
   7722/S2-3
7  FB PAX 2500007445 TTP/T1/ET OK ETICKET/S2-3
8  FE PAX CONDITIONS APPLY NON ENDORSABLE BA ONLY/S2-3
```

2 – Display an E-Ticket Record:

Entry : TWD/L6 (Line Number of “FA” or “FHE” on the PNR)

OR

TWD/TKT125-480001471 (By Ticket Number, Ignore first displayed PNR)

```
TKT-1254810001471          RCI-          1A LOC-2TZFFS
OD-DOHDOH SI-          FCMI-0  POI-DOH  DOI-25JAN06  IOI-77777722
1.AMADEUS/MR          ADT          ST
1  ODOH BA 124  K 12FEB 2355 OK KLRCME          O ←===== 23K
2  OLHR BA 125  M 16MAR 1015 OK MLRCME          O 15FEB 23K
   DOH
FARE  F  QAR          3250.00
TAX   QAR          420.00YQ
TAX   QAR          30.00QA
TAX   QAR          210.00XT
TOTAL QAR          3910.00
/FC DOH BA LON467.03BA DOH425.82NUC892.85END ROE3.640000XT130.00
GB80.00UB
FE CONDITIONS APPLY NON ENDORSABLE BA ONLY
FP INV
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