

Void Exchange, Cancel Refund

Depending on the airline, if you re-issued a ticket or refunded a document by mistake, you may be authorized to void or cancel it.

For more information about which airline supports TRDC entry, you can refer to: HE ETT XY (XY means airline code) and find "VOID EXCHANGE" and "CANCEL REFUND ". If they set to "Y", you have permission to use TRDC entry.

	LH E-TICKET	EN	12SEP12 0120Z
HISTORY	:Y	REVALIDATION	:N
PRINT	:N	REFUND	:Y
VOID	:Y	VOID EXCHANGE/REISSUE	:Y
CANCEL REFUND	:Y		
NOTE: FOR INFORMATION ABOUT GENERAL CONDITIONS AND FORMATS FOR E-TICKETING IN AMADEUS, ENTER: HE ETT			

You can use TRDC to void exchanged/reissued document or cancel refunded document. Here you can find some entries:

- **TRDC/L3/T-LH** (From the PNR by FA/FH element line number)
- **TRDC/TK-1234567890/T-LH** (By documents number)
- **TRDC/00123/T-LH** (From the query report)

System response:

OK - DOCUMENT(S) CANCELLED

If the validating airline does not support the TRDC entry, the system will display the warning message:

FUNCTION NOT SUPPORTED FOR THIS AIRLINE

NOTE: In all cases, remember you can only cancel a document that has not yet been confirmed. When you display a query report, you can identify a confirmed document by an asterisk (*), when is displayed next to the sequence number.

Scenario 1: Void Exchange

The return flight of the following itinerary has been changed to Z class and ticket reissued; after that you found your mistake of reissue, now you can use TRDC command to cancel the reissue ticket.

```
RP/THR1A0980/THR1A0980          AA/SU  12SEP12/0736Z  5Y9AUL

1.AMADEUS/TEST MR
2 LH 601 M 20NOV 2 IKAFRA HK1 0110      0240 0540  *1A/E*
3 LH 600 Z 25NOV 7 FRAIKA HK1 1700 1 1730 0045+1 *1A/E*
4 AP THR +9821-22700402-22717179 - TATILAT - A
5 TK OK12SEP/THRI42105//ETLH
6 FA PAX 220-2453405747/ETLH/IRR5063000/12SEP12/THR1A0980/0000
  0000/S2-3
7 FB PAX 1200000013 TTP/T2/T-LH/RT OK ETICKET/S2-3
8 FE PAX FL/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
9 FM PAX *C*9/S2-3
10 FO 220-2453405746THR12SEP12/00000000/220-24534057461E1
11 FP O/CASH+/CASH
12 FV PAX LH/S2-3
```

E-ticket record:

```
TKT-2202453405747          RCI-          1A LOC-5Y9AUL
OD-THRTHR SI-          FCMI-1  POI-THR  DOI-12SEP12  IOI-00000000
1.AMADEUS/TEST MR          ADT          ST
1 OIKA LH 601      M 20NOV0240 OK MRFIR          O          20NOV 1PC
2 OFRA LH 600      Z 25NOV1730 OK ZRFIR          O          20NOV 2PC
  IKA
FARE      R USD          2399.00
EQUIV     IRR          29412000
TOTALTAX  IRR          0
TAXES     PD
TOTAL      IRR          5063000A
/FC THR LH FRA Q158.21 835.00LH THR Q158.21 1247.50NUC2398.92END
ROE1.000000
FE FL/CNX/CHG RESTRICTED CHECK FARE NOTE
FO 220-2453405746THR12SEP12/33200215/220-2453405746
FP O/CASH+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

Entry to cancel exchange ticket: TRDC/L6/T-LH

System response:

```
OK - DOCUMENT(S) CANCELLED
```

Original e-ticket record after using TRDC entry:

```

TKT-2202453405747          RCI-          1A LOC-5Y9AUL
OD-THRTHR SI-          FCMI-1  POI-THR  DOI-12SEP12  IOI-0000000
  1.AMADEUS/TEST MR          ADT          ST
  1 OIKA LH 601    M 20NOV0240 OK MRFIR          V          20NOV 1PC
  2 OFRA LH 600    Z 25NOV1730 OK ZRFIR          V          20NOV 2PC
    IKA
FARE   R USD          2399.00
EQUIV  IRR          29412000
TOTALTAX IRR          0
TAXES  PD
TOTAL  IRR          5063000A
/FC THR LH FRA Q158.21 835.00LH THR Q158.21 1247.50NUC2398.92END
ROE1.000000
FE FL/CNX/CHG RESTRICTED CHECK FARE NOTE
FO 220-2453405746THR12SEP12/00000000/220-2453405746
FP O/CASH+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 220D007IVLGZ7
    
```

The exchanged ticket record after using TRDC entry:

```

TKT-2202453405746          RCI-          1A LOC-5Y9AUL
OD-THRTHR SI-          FCMI-0  POI-THR  DOI-12SEP12  IOI-0000000
  1.AMADEUS/TEST MR          ADT          ST
  1 OIKA LH 601    M 20NOV0240 OK MRFIR          O          1PC
  2 OFRA LH 600    M 25NOV1730 OK MRFIR          O          1PC
    IKA
FARE   F USD          1986.00
EQUIV  IRR          24349000    BSR          12260.00
TOTALTAX IRR          1193000
TOTAL  IRR          25542000
/FC THR LH FRA Q158.21 835.00LH THR Q158.21 835.00NUC1986.42END
ROE1.000000
FE FL/CNX/CHG RESTRICTED CHECK FARE NOTE
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

Cancelled ticket will be displayed in the query report as below:

```

TJQ/SOF/T-LH
AGY NO - 0000000          QUERY REPORT 12SEP          CURRENCY IRR
OFFICE - THR1A980          SELECTION:
AGENT - ALL          12 SEP 2012
-----
SEQ NO A/L DOC NUMBER TOTAL DOC TAX FEE COMM FP PAX NAME AS RLOC TRNC
-----
002445 220 2453405746 25542000 11930T 0 21914T CA AMADEUS/ AA 5Y9AUL TKTT
002446 220 2453405747 5063000 0 0 455670 CA AMADEUS/ AA 5Y9AUL CANX
    
```

Scenario 2: Cancel Refund

You can cancel the refunded ticket from sales report:

TJQ/SOF/T-LH		QUERY REPORT 12SEP		CURRENCY IRR						
AGY NO - 00000000		SELECTION:		12 SEP 2012						
OFFICE - THR1A0980										
AGENT - ALL										
SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	FEE	COMM FP	PAX NAME	AS	RLOC	TRNC
002445	220	2453405746	25542000	11930T	0	21914T	CA AMADEUS/	AA	5Y9AUL	TKTT
002446	220	2453405747	5063000	0	0	455670	CA AMADEUS/	AA	5Y9AUL	CANX
002447	220	2453405748	5063000	0	0	455670	CA AMADEUS/	AA	5Y9AUL	CANX
002448	220	2453405749	5063000	0	0	455670	CA AMADEUS/	AA	5Y9AUL	TKTT
002449	220	2453405749	-30605000	-11930T	0	-26470T	CA AMADEUS/	AA	5Y9AUL	RFND

Entry to cancel refunded ticket: TRDC/002449/T-LH

OK - DOCUMENT(S) CANCELLED

Canceled refund document will be displayed in the query report as below:

TJQ/SOF/T-LH		QUERY REPORT 12SEP		CURRENCY IRR						
AGY NO - 00000000		SELECTION:		12 SEP 2012						
OFFICE - THR1A0980										
AGENT - ALL										
SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	FEE	COMM FP	PAX NAME	AS	RLOC	TRNC
002445	220	2453405746	25542000	11930T	0	21914T	CA AMADEUS/	AA	5Y9AUL	TKTT
002446	220	2453405747	5063000	0	0	455670	CA AMADEUS/	AA	5Y9AUL	CANX
002447	220	2453405748	5063000	0	0	455670	CA AMADEUS/	AA	5Y9AUL	CANX
002448	220	2453405749	5063000	0	0	455670	CA AMADEUS/	AA	5Y9AUL	TKTT
002449	220	2453405749	-30605000	-11930T	0	-26470T	CA AMADEUS/	AA	5Y9AUL	RFNX

In this scenario TRDC entry changes the coupon status of the ticket from R to O.