

Void Transaction (TWX) replaced by the new cancellation Package (TRDC)

We would like to reiterate, the old void functionality (TWX) is replaced by the new package which is more flexible and allows Void for all the Electronic Ticketing Solutions.

The Void functionality enables you to cancel sales before they are reported to BSP. Now only **TRDC** entry is active to void/cancel any document.

Impact:

TWX entries will be rejected with the following message:

“ETKT FUNCTION NOT SUPPORTED FOR SYSTEM PROVIDER”

Entries to void ticket with TRDC entry:

a) Void ticket with document Number:

TRDC/TK-1234567890 (10 digit ticket number)

SYSTEM RESPONSE: OK - DOCUMENT(S) CANCELLED

b) Void ticket with FA/FHE line number from PNR:

TRDC/LX (Where X is the FA/FHE line number in PNR)

SYSTEM RESPONSE: OK - DOCUMENT(S) CANCELLED

For more information please refer to Help pages HE VOID / HETRDC.

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