

## News Flash

### Amadeus Flash

Dear Travel Partner,

We are pleased to re-introduce the TRDC entry that can now be used to void E-Tickets issued in Amadeus system.

With this enhancement the need to display the E-Ticket prior to cancellation request is no more necessary.

#### Key Benefits

- Less entries to void E-Ticket
- More option to choose from; TRDC can be used with
  - A retrieved per containing a FA/FHE line number
  - BSP Sales report (TJQ report)
  - The Ticket number



However, voiding of E-Tickets must comply with the carriers' policy.

#### Format:

1. **TRDC/L#** (from the PNR where # is the FA and FHE line number in the PNR)
2. **TRDC/# #** (from the Query Report where # # is the relevant sequence number)
3. **TRDC/TK-1234567890** (from 10 Digit E-Ticket number, without the carrier form code)

#### Illustration:

##### 1. Void from PNR

```
-- TST ---  
RP/XXXXXXXX/XXXXXXXX SS/SU 21JUL09/0524Z XXXXXX  
XXXXXXXX/1604SS/20JUL09  
1.KOHLI/S MRS  
2 AF 225 D 12AUG 3 DELCDG HK1 0040 0605 12AUG E AF/  
3 AP XXX  
4 TK OK21JUL/XXXXXXXX//ETAF  
5 FA PAX 057-3301337860/ETAF/INR130642/21JUL09/XXXXXXXX/#####/S2  
6 FB PAX 2100008166 TTP/T1 OK ETICKET/S2  
7 FM PAX *C*5/S2  
8 FP CASH
```

#### Amadeus Helpdesk

24 X 7 Access to Amadeus  
Helpdesk at Nationwide Toll free  
1800-111-200

#### Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk  
through Live Chat Function in  
Amadeus Selling Platform

#### Mail to Helpdesk

[help@amadeus.in](mailto:help@amadeus.in)

#### Know more about Amadeus

[www.amadeus.in](http://www.amadeus.in)

#### Amadeus Learning City

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>TRDC/L5  
OK - DOCUMENT(S) CANCELLED ← E-Ticket Void

#### 2.Void from Query Report

>TJQ/SOF  
AGY NO - #####      QUERY REPORT 21JUL      CURRENCY INR  
OFFICE - XXXXXXXX      SELECTION:  
AGENT - ALL      21 JUL 2009  
-----  
SEQ NO A/L DOC NUMBER TOTAL DOC TAX FEE COMM FP PAX NAME AS RLOC TRNC  
-----  
000431 057 3301337858 130642 19852 0 5540 CA SRINIVAS SS ZMTIQV TKTT  
  
>TRDC/000431  
OK - DOCUMENT(S) CANCELLED ← E-Ticket Void

#### 3. Void with E-Ticket number

>TRDC/TK-3301337859  
OK - DOCUMENT(S) CANCELLED ← E-Ticket Void

Please refer to HETTX (XX stands for Validation Carrier Code) to determine the cancellation functionality supported by that particular Carrier.

For further clarification please contact your nearest Amadeus helpdesk.

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