



March 2022

OrderCancel Response

Description

Additional cancellation information is returned to the seller to ease the back-office reconciliation and auditing:

- Ticket, EMD, and coupon details.
- Settlement authorisation code (SAC).
- The Form of Payment in which the paid amount is refunded.

Process

The OrderCancel is processed as follows:

- Settlement authorisation code (SAC) and document information are retrieved.
- Refunded amounts are computed per the original FOP (Smart FOP).
- Tickets/EMD are voided or refunded (depending on the query).
- Itinerary is cancelled.

Illustration

OrderCancelRS	<pre><OrderCancelRS> <PayloadAttributes> <Version>18.1</Version> </PayloadAttributes> <Response> <OrderRefID>AY_5YMAUP</OrderRefID> <ChangeFees> <PenaltyAmount CurCode="EUR">128.00</PenaltyAmount> </ChangeFees> <TicketDocInfo> <AgentIDs> <AgentID> <Type>B</Type> <ID>9999WS/SU</ID> </AgentID> </AgentIDs> <TicketDocument></pre>
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