OVERVIEW

These formats and processes allow you to cancel an electronic or paper ticket refund transaction and/or void an electronic ticket that was issued as a result of an exchange transaction.

The cancel refund/void exchange formats also apply to interline electronic tickets.

CARRIER ACCEPTANCE – ELECTRONIC TICKETS

The carrier controls acceptance of the cancel refund or void exchange requests. An indicator displays in the carrier’s electronic ticketing profile to indicate their acceptance of the requests.

When you enter the cancel refund or void exchange formats, the system automatically checks the carrier’s profile to verify their acceptance. You may also use the following format to verify carrier acceptance prior to entering the cancel refund/void exchange formats.

Note: Carriers will migrate, as their systems are able.

WETP*(carrier code)

WETP*UA

WETP*UA

ELECTRONIC TICKETING ASSOCIATE PROFILE
AIRLINE - UA - UNITED AIRLINES
PARTICIPATION LEVEL - INTERACTIVE
INFANT ET ALLOWED W/ADULT - NO
SSR POID REQUIRED - NO
FLT CPN PRINT ALLOWED - NO
EXTENDED ET SEARCH - YES
OA FQTV SENT IF IN PNR - NO
RESTRICT PASSIVE SEGMENTS - NO
CANCEL REFUND/VOID EXCH - YES - FOR SABRE ONLY

CANCEL A REFUND

Follow these steps to cancel a refund transaction. You can use this format to cancel refunds for both paper and electronic tickets, regardless of the method of refund transaction (WETRR, Quick Refunds and Exchanges (QREX) tool, or RFND). This format is valid for:

• ARC agencies
• BSP Canada/Bermuda agencies

You must make the cancel refund request by midnight on the same day you processed the refund.

1. Cancel a refund request

   Note: You must make this entry in the same pseudo city code as where you originally processed the refund. At least one coupon of the ticket must show the status of RFND.

   WTRX(13-digit ticket number)

   WTRX0161234567890

   Response:

   RE-ENTER TO CANCEL REFUND FOR TKT 0161234567890

2. Press ReEnter or repeat the same format to confirm the cancel request and process the refund cancellation

   WTRX(13-digit ticket number)

   WTRX0161234567890

   Response:

   OK-REFUND CANCELLED

3. End the transaction

   Note: The ability to cancel refunds for paper tickets applies to all carriers. The system sends a message to ARC or BSP to cancel the refund.
The system updates the following items when you cancel the refund:

- **Sabre® system ticket database** – refunded coupon(s) status changes back to OPEN. To display the system ticket database image enter WTDB*B(13-digit ticket number) or WTDB*(item number from *T field).
- Carrier’s electronic ticket database – refunded coupon(s) status changes back to OPEN. The electronic ticket history displays the refund cancellation. Display ETR history from item in PNR *T field – WETR*(item number)/H, or from a ticket number – WETR*T(13-digit ticket number)/H.
- Refund Audit Trail report – updates to show the refund item as CANCELLED.
- REA List – the system removes the cancelled refund item from the list; you cannot regenerate the REA.
- *T field – The TR item for QREX refunds remains in the PNR; the system does not modify this when you cancel the refund.

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**VOID AN EXCHANGE**

Follow these steps to void an electronic ticket exchange. The steps are only valid for electronic to electronic or paper to electronic ticket exchanges. You can use this format to void electronic ticket exchanges regardless of the method of exchange transaction (TIC mask, QREX, or linear formats). This format is valid for:

- ARC agencies  
- BSP Canada/Bermuda agencies  
- BSP agencies

You must make the void exchange request by **midnight** on the same day you processed the exchange.

1. Void an electronic ticket exchange
   
   WV(item number from *T list)
   
   **WV3**

   Response:
   
   **REENT IF THESE TKT NBRS ARE TO BE VOIDED**
   
   0017478108356

2. Press **ReEnter** or repeat the same format to confirm the void request and void the exchange transaction
   
   WV(item number from *T list)
   
   **WV3**

   Response:
   
   **VOID MSG SENT-0079**

3. End the transaction
   
   **E**

The system updates the following items when you void the electronic ticket exchange:

- **Sabre® system ticket database** – original ticket coupon(s) status changes to REAC (reactivated). The system treats this in the same manner as OPEN. The new ticket coupon(s) status changes to VOID. To display the system ticket database image enter WTDB*B(13-digit ticket number) or WTDB*(item number from *T field).
- Carrier’s electronic ticket database - original ticket coupon(s) status changes back to OPEN. The electronic ticket history shows the new ESAC code you receive from the carrier as a result of the void.
- Audit Trail report – new ticket displays as VOID.
- *T field – The system updates the display with the new TV item when you void the exchange.