



SAME DAY VOID - Effective 01 October 2006

Dear Agent,

Please be advised that effective 01 October 2006 you will only be able to void or cancel any Electronic Ticket or OPTAT on the day of issue.

As of 01 October 2006, the transaction code CANR will no longer be supported by your GDS provider. Any tickets that are not cancelled or voided on the day of issue will need to be processed as a refund.

CRS/TSP Electronic Cancellation Instructions

On the Day of Issue:

An Agent may cancel a ticket, and the Ticketing System will send BSP a cancelled ticket record - no charge will take place and the ticket will appear on Agent's billing as a **cancelled** document.

OPTAT cancelled coupons should be marked **cancelled**, and stored in the agency.

Next day and until the end of the BSP Reporting Period:

From October 1st 2006, all tickets that need to be cancelled **after the day of issue** will be treated as refunds.

Refer to CRS/TSPs and Airline specific instruction and procedures.

Once the reversal has been effected through the Ticketing System, mark the flight coupons as REFUNDED, and enclose with the Agency Sales Transmittal.

Customer Service BSPAU

Dated 8th September 2006