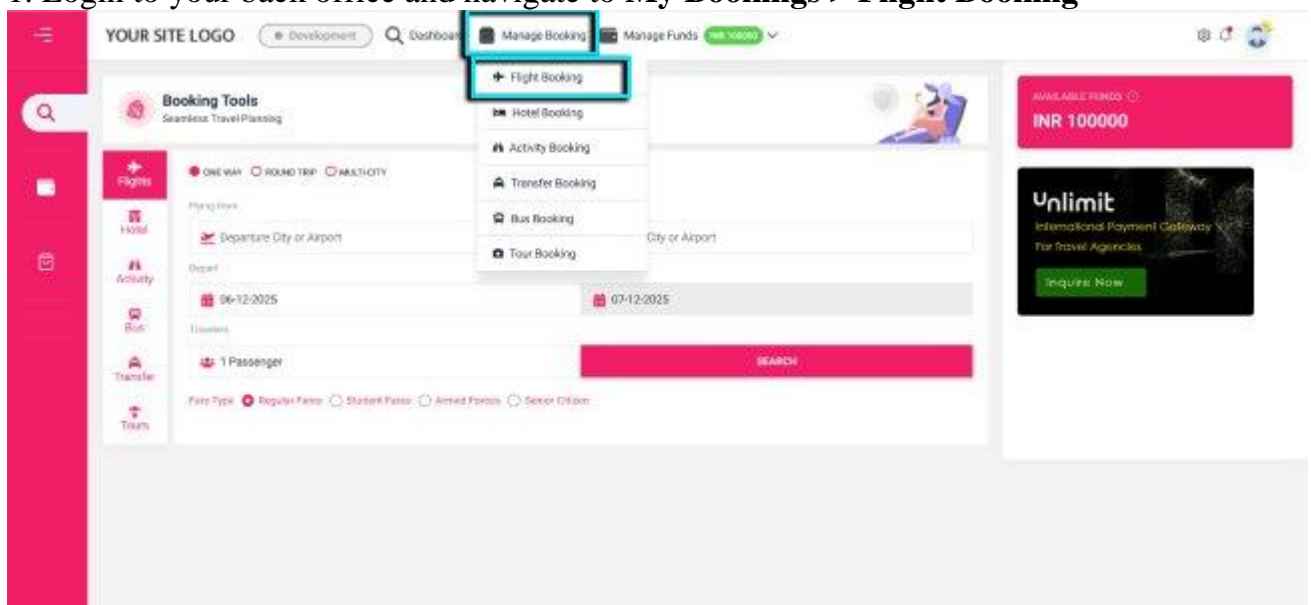


# 8 Cancel and Amend bookings - B2C White Label Travel Portal

## The Basics of Managing B2C Cancellations and Amendments

Customers should be able to cancel or amend their bookings by themselves through their personalized dashboard. But as a website owner, even you can cancel and amend the bookings on behalf of your customers through your backoffice. You will receive the refund in your cash balance wallet and you can then refund your customer through your Payment gateway merchant account, after deducting *your* cancellation charges.

1. Login to your back office and navigate to **My Bookings > Flight Booking**



2. Click on the booking, which would take you to the detail page.

Booking Details	Customer Details	Price	Voucher
Thu, 23 Feb, 06:20 JNB Thu, 23 Feb, 08:30 CPT	Amit Kumar shai.kumaram@gmail.com	ZAR 1921.51 ID +918201357410 Status Confirmed	Sat, 10 Dec 2022 16:03:43
Resend email   Test email   <a href="#">Edit Booking</a>   <a href="#">View Booking</a>			
Booking ID: 6394AC084ECAA5 PNR: 36T5PT			
Sat, 17 Dec, 20:30 JNB Sat, 17 Dec, 22:40 CPT	Amit Kumar shai.kumaram@gmail.com	ZAR 2334.51 ID +918201357410 Status Confirmed	Tue, 20 Sep 2022 08:39:54
Resend email   Test email   <a href="#">Edit Booking</a>   <a href="#">View Booking</a>			
Booking ID: 63297C568154E PNR: 2KFCGQ			
Sat, 05 Nov, 14:30 JNB Sat, 05 Nov, 16:40 CPT	Amit Kumar shai.kumaram@gmail.com	ZAR 1175.00 ID +918201357410 Status Confirmed	Mon, 29 Aug 2022 09:02:47
Resend email   Test email   <a href="#">Edit Booking</a>   <a href="#">View Booking</a>			
Booking ID: 630C806073D01 PNR: 3859636E			
Sat, 10 Dec, 12:15 JNB Sat, 10 Dec, 14:25 CPT	Amit Kumar shai.kumaram@gmail.com	ZAR 1559.46 ID +918201357410 Status Confirmed	Mon, 29 Aug 2022 09:01:02
Resend email   Test email   <a href="#">Edit Booking</a>   <a href="#">View Booking</a>			
Booking ID: 630C804A06192 PNR: 2C2FQ6			

3. Click **Cancel Booking** to open the cancellation popup.

**Flight Booking**  
Dashboard - Flight Booking

Surat 2026-05-01 13:05 **W-472** 3h 33m **Dubai** 2025-01-01 15:25

**Passengers**  
Passenger Name: [DOB]  
Mr radra jason ( 2000-07-31  
Adult)

**Passengers Contact Info**  
Email: apador44@gmail.com  
Ph. no: +91-8519073304  
Address: delhi delhi IN

**Eticket notice**  
All services provided by Air India Express are subject to their Terms and Conditions. More information is available on their website.

**\*Booking Date reflects in UTC (Universal Time Coordinated), all other things mentioned are as per Local Time.**

- Fare Type : Regular Fare
- Please do reach the airport 3 hours before flight departure.
- Boarding gates close 30 minutes prior to the scheduled departure time.
- Check in baggage allowance -
- Check in counters close hand baggage Allowance: 7kg
- Damaged, defective or recalled lithium batteries are prohibited from carriage by air.

convert the payment to your local currency and charge you an additional conversion fee. This means that the amount you see on your credit or bank card statement may be in your local currency and therefore a different figure than the Total Price shown above. If you have any questions about this fee or the exchange rate applied to your booking, please contact your bank.

[DOWNLOAD E-TICKET](#)

[DOWNLOAD E-TICKET WITHOUT PNR](#)

**CANCEL/ COPY BOOKING**

4. Click **Send Request**.


**Flight Booking**  
Home > Flight Booking

2024  
2023  
2022  
2021  
2020

27 Nov 28 Nov 29 Nov 30 Nov

**Future Bookings** | Confirmed Bookings | Unfinished Bookings | Cancelled Bookings

**Booking Details**

 The 31 Jan 2024 | 145 | 145  
The 31 Jan 2024 | 145

[Reconfirm email](#) | [Text email](#) | [Edit Booking](#) | [Cancel Booking](#)

**Surat** 20:00:11 11:25 31 May 2024  
**Dubai** 20:31:01 11:25

**Passengers**  
Passenger Name: GAD  
My name jalon | 2002-07-31 (AOL)

**Eticket notice**  
All services provided by Air India Express. Conditions. More information is available.

**Booking Date reflects in UTC (Universal Time per Local Time).**

- Fare Type: Regular Fare
- Please do reach the airport 3 hours before
- Boarding gates close 25 minutes prior to flight
- Check-in baggage allowance: -
- Check-in counters close 45-min (Baggage Allowance: 7kg)
- Damaged, defective or recalled lithium batteries are prohibited from carriage by air.

**Change Request ( PNR : IX - ADM- 1416626615 )**

**Please select Refund Sectors**  
 DEL-STV (1 Jan 2024)  STV-DXB (1 Jan 2024)

**Please select Passenger**  
 1. My name jalon

**Please enter remarks**

**Note.**

1. In case of Void PNR, pass your remark like need to void etc.
2. In case of Partial Cancellation, you can use this option only one time.
3. In case of Next Partial Cancellation, Please send the offline request.

**SEND REQUEST**

convert the payment to your local currency and charge you an additional conversion fee. This means that the amount you see on your credit or bank card statement may be in your local currency and therefore a different figure than the Total Price shown above. If you have any questions about this fee or the exchange rate applied to your booking, please contact your bank.

[DOWNLOAD E-TICKET](#)

[DOWNLOAD E-TICKET WITHOUT FARE](#)

[CANCEL MODIFY BOOKING](#)