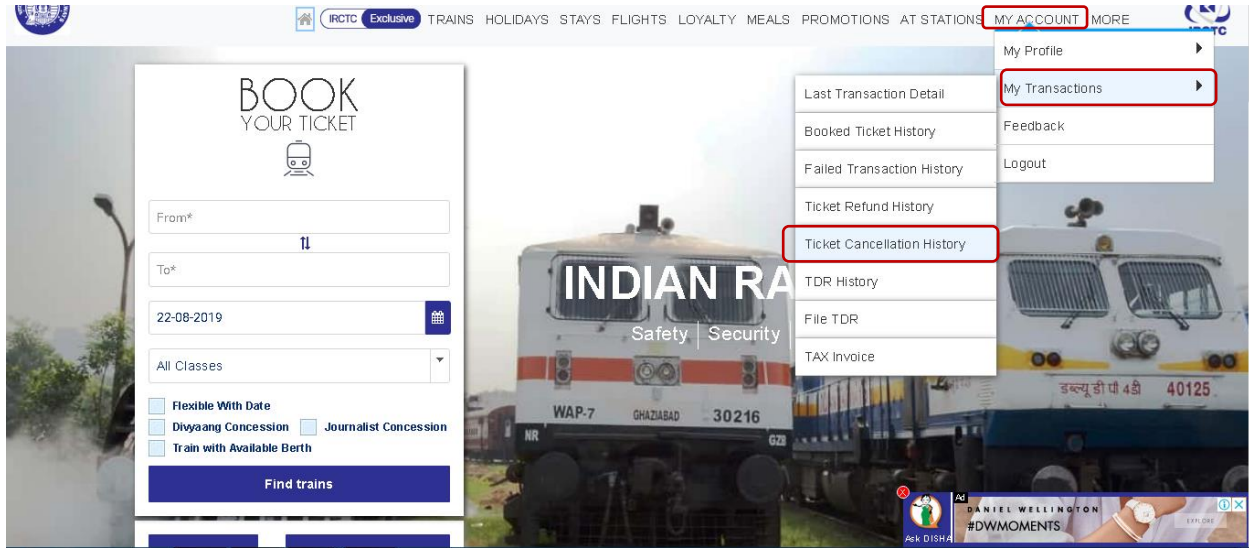


# OTP BASED CANCELLATION REFUND PROCESS FLOW

## Step:-1 Click on My Account > My Transaction > Ticket Cancellation History



## Step 2:- Click on cancelled ticket details for refund

Ticket Cancellation History

Journey Date  Cancellation Date

<b>Thursday</b> <b>25 Jul 2019</b> <b>Cancelled</b>	PNR Number : 2636121117 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) → LUCKNOW NR (LKO) Booking Amount : 1260.0	Cancellation Id : 100000005362952 Train No. : 12230 Cancellation Date : 25-Jul-2019 15:25:41 HRS Refund Amount : 155.0
<b>Thursday</b> <b>25 Jul 2019</b> <b>Cancelled</b>	PNR Number : 2636121117 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) → LUCKNOW NR (LKO) Booking Amount : 1260.0	Cancellation Id : 100000005362251 Train No. : 12230 Cancellation Date : 19-Jul-2019 12:25:49 HRS Refund Amount : 390.0
<b>Tuesday</b> <b>30 Jul 2019</b> <b>Cancelled</b>	PNR Number : 2636121123 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) → GHAZIABAD (GZB) Booking Amount : 340.0	Cancellation Id : 100000005362252 Train No. : 12230 Cancellation Date : 19-Jul-2019 12:26:23 HRS Refund Amount : 100.0
<b>Wednesday</b> <b>31 Jul 2019</b> <b>Cancelled</b>	PNR Number : 2441499698 Train Name : GORAKDAM EXPRES NEW DELHI (NDLS) → LUCKNOW NR (LKO) Booking Amount : 185.0	Cancellation Id : 100000005363049 Train No. : 12556 Cancellation Date : 29-Jul-2019 11:17:22 HRS Refund Amount : 125.0

[Verify](#)

# OTP BASED CANCELLATION REFUND PROCESS FLOW

## Step3:- Click on "VERIFY" Button

Ticket Cancellation History

Journey Date  Cancellation Date

Thursday <b>25 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2636121117 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) →LUCKNOW NR (LKO) Booking Amount : 1260.0	Cancellation Id : 100000005362952 Train No : 12230 Cancellation Date : 25-Jul-2019 15:25:41 HRS Refund Amount : 155.0
Thursday <b>25 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2636121117 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) →LUCKNOW NR (LKO) Booking Amount : 1260.0	Cancellation Id : 100000005362251 Train No : 12230 Cancellation Date : 19-Jul-2019 12:25:49 HRS Refund Amount : 390.0
Tuesday <b>30 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2636121123 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) →GHAZIABAD (GZB) Booking Amount : 340.0	Cancellation Id : 100000005362252 Train No : 12230 Cancellation Date : 19-Jul-2019 12:26:23 HRS Refund Amount : 100.0
Wednesday <b>31 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2441499698 Train Name : GORAKDAM EXPRES NEW DELHI (NDLS) →LUCKNOW NR (LKO) Booking Amount : 185.0	Cancellation Id : 100000005363049 Train No : 12556 Cancellation Date : 29-Jul-2019 11:17:22 HRS Refund Amount : 125.0

Verify

## Step4:- After Click on Verify Button, provide the OTP received On Passenger Mobile at the time of cancellation

Ticket Cancellation History

Journey Date  Cancellation Date

Thursday <b>25 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2636121117 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) →LUCKNOW NR (LKO) Booking Amount : 1260.0	Cancellation Id : 100000005362952 Train No : 12230 Cancellation Date : 25-Jul-2019 15:25:41 HRS Refund Amount : 155.0
Thursday <b>25 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2636121117 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) →LUCKNOW NR (LKO) Booking Amount : 1260.0	Cancellation Id : 100000005362251 Train No : 12230 Cancellation Date : 19-Jul-2019 12:25:49 HRS Refund Amount : 390.0
Tuesday <b>30 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2636121123 Train Name : LUCKNOW MAIL NEW DELHI (NDLS) →GHAZIABAD (GZB) Booking Amount : 340.0	Cancellation Id : 100000005362252 Train No : 12230 Cancellation Date : 19-Jul-2019 12:26:23 HRS Refund Amount : 100.0
Wednesday <b>31 Jul</b> 2019 <b>Cancelled</b>	PNR Number : 2441499698 Train Name : GORAKDAM EXPRES NEW DELHI (NDLS) →LUCKNOW NR (LKO) Booking Amount : 185.0	Cancellation Id : 100000005363049 Train No : 12556 Cancellation Date : 29-Jul-2019 11:17:22 HRS Refund Amount : 125.0

Verify OTP

Enter OTP received on Mobile:

# OTP BASED CANCELLATION REFUND PROCESS FLOW

## Step5:- Enter the OTP at Popup Box and Submit

The screenshot displays the 'Ticket Cancellation History' interface. At the top, there are filters for 'Journey Date' and 'Cancellation Date', and buttons for 'All Journey', 'Upcoming', and 'Past'. Below this, three cancelled tickets are listed. The first ticket is for Thursday, July 25, 2019, with PNR 2636121117 and Train Name 'LUCKNOW MAIL'. A 'Verify OTP' popup box is overlaid on this ticket, containing a text input field with 'XXXXXX', a 'Submit' button, and a 'Resend OTP' button. A red arrow points from the step title to the 'Submit' button. The second ticket is also for Thursday, July 25, 2019, with PNR 2636121123 and Train Name 'LUCKNOW MAIL'. The third ticket is for Tuesday, July 30, 2019, with PNR 2636121123 and Train Name 'LUCKNOW MAIL'.

## Step6:- If OTP not received at the time of cancellation, then click on “RESEND OTP” Button

This screenshot is identical to the one above, showing the 'Ticket Cancellation History' page with the 'Verify OTP' popup box. In this instance, a red arrow points from the step title to the 'Resend OTP' button in the popup, indicating the action to take if the OTP is not received.

# OTP BASED CANCELLATION REFUND PROCESS FLOW

Step7:- Enter the OTP received on mobile and Click on “SUBMIT” button

The screenshot displays a list of cancelled train bookings with their respective refund amounts. A 'Verify OTP' dialog box is overlaid on the screen, prompting the user to enter the OTP received on their mobile. The dialog box contains a text input field with 'XXXXXX' and a 'Submit' button. A red arrow points from the 'SUBMIT' button in the step description to the 'Submit' button in the dialog box. A green 'Success' notification is visible in the top right corner, stating: 'Dear Customer OTP has been sent on mobile no 8130797491 for your PNR 2441500304 against. CAND:10000005366351'. The background shows several cancelled train entries with details like PNR Number, Train Name, Cancellation Id, Train No., Cancellation Date, and Refund Amount.

Day	PNR Number	Train Name	Cancellation Id	Train No.	Cancellation Date	Refund Amount
Saturday 31 Aug 2019	2441500304	JHRKHND S KRNTI	100000005366351	12826	22-Aug-2019 12:2	170.0
Saturday 31 Aug 2019	2441500304	JHRKHND S KRNTI	100000005366027	12826	22-Aug-2019 11:09:40 HRS	170.0
Friday 30 Aug 2019	2822257096	LUCKNOW MAIL	100000005366101	12230	20-Aug-2019 15:02:01 HRS	195.0
Friday 30 Aug 2019	2822257095	GOMTI EXPRESS	100000005366080	12420	20-Aug-2019 14:54:12 HRS	250.0

Final Step:-After final verification refund amount will be credit to PSP's (Principal Service Provider) RDS Account