2. Push Cancelled and Invalidated Tickets

Objectives

Synchronize **S-360 *Invalidated or Cancelled tickets*** with ***TIXNGO tickets***.

Nominal behavior of the function

How does the function collect & process cancelled/invalidated tickets?

The function will only process tickets matching the following criteria:

1. Tickets status in S-360 is CANCELLED or INVALIDATED
2. Tickets have been previously injected into TIXNGO.
3. Tickets are matching function schedule filters (shipment mode, …)
4. Tickets have not been already processed by any other TIXNGO Push Cancelled function.
5. If tickets have been already processed by another TIXNGO Push Cancelled function, tickets will be re-processed seamlessly if their respective invalidation reasons have been updated.

How does the function synchronize the cancelled/invalidated tickets into TIXNGO?

- If cancelled/invalidated tickets are successfully synced with TIXNGO, tickets won't be processed again by the function
  NOTE: Already synced tickets can be processed again by the function,
    - if the function is configured to send all tickets since a specific date by using the "*Date from*" parameter
    - if the function is configured to force a specific list of tickets by using the "Force Ticket Tax Numbers" parameter
- If cancelled/invalidated tickets are successfully synced with TIXNGO, tickets will be processed again by the function **only if their invalidation reason has been updated**.
- If there is an error preventing all tickets to be synced with TIXNGO properly (TIXNGO or TIXNGO interface errors), tickets will be processed again during the upcoming executions.
  NOTE: An error indicating the origin of the failure will be present in the function execution logs.
- If most of the tickets are successfully synced but a few encounter errors, the successfully synced tickets won't be processed again. The function will continue to **show an error until a corrective action is performed**: either by actively skipping the problematic tickets OR by fixing the issue.
  NOTE: An error indicating the origin of the failure will be present in the function execution logs.

How to create the Push Cancelled/Invalidated function?

If the TIXNGO interface has not been created or configured, please refer to S-360 to TIXNGO interface > 0. Initial setup of the interface

Once the basic configuration is completed, go the **Schedules** screen and click **New** button.

Select the function you want, in this case "**Push cancelled and invalidated tickets**" to add and Click **Next.**

How to configure the Push Cancelled/Invalidated function?

Interface type	External printing
Interface name	TIXNGO NEW
Function	Push cancelled and invalidated tickets
Launch *	Manual

Internal name
EN Push cancelled and invalidated tickets
DE

Frequency Please select...

Start
○ Start date
☐

◉ Days before first product date

Start time

End
○ End date
☐

◉ Days after first product date

End time

Batch size 1 000

Date from (DD/MM/YY hh:mm)

Ticket filter «

Shipment modes *

Blockchain - NEVER INJECT	Blockchain non-transferable
Blockchain with Souvenir Ticket	Blockchain transferable
Delivery to Mobile Phone	
FROZEN Delivery to Mobile Phone	
TIXnGO	

Force Ticket Tax numbers

Skip Ticket Tax numbers

Notify spectator ☑

File to upload Please select... ...

SCHEDULE IMMEDIATE EXECUTION CANCEL

Field	Mandatory	Description
Internal name	**Yes**	Name for this
Launch	**Yes**	Either Manua
		In case Auton necessary to End
Freque ncy	**Yes***	**Mandatory o**

	Sim inte
"non - eve nt" day	Every minut
"eve nt" day	Every minut

Batch Size	**Yes**	

	Sim inte
"non - eve nt" day	1 000
"eve nt" day	1 000

Shipme nt modes	**Yes**	List of shipme tickets to be s function will o shipments mo
Date from	**No**	If the date is s /YY hh:mm), TIXNGO all c last successfu was at the giv ⚠ **USE WITI suitable for c an Automatic** In case of an same tickets again.
Force Ticket Tax Numbers	**No**	List of Ticket (comma sepa TIXNGO (ie tl the ones from ⚠ **USE WITI suitable for c an Automatic** In case of an same tickets again.

Skip Ticket Tax Numbers	**No**	List of Ticket (comma sepa TIXNGO (ie th ⚠ **USE WIT suitable for c an Automati** *In case of an same tickets over again.*
Notify spectator	**No**	Do not use it i clearly the usa **thousands o on remote ce**
File to upload	**No**	Will parse the list of tickets t ⚠ **USE WIT suitable for c an Automati** *In case of an same tickets again.*

Ticket visibility rule

S-360 is pushing cancelled and invalidated tickets using an TIXnGI Api parameter called **showDeletedTicket** which defines its visibility.

The visibility for deleted tickets is following the rules:

1. if the cancellation cause is in the list of **overrideVisibilityFlagForInvalidationReasons** (default value: empty), the the visibility is true. *(showDeletedTicket =true)*
2. Else, if the checkbox "Notify spectator" is checked, the the visibility is set to true. *(showDeletedTicket =true)*
3. Else default visbility is used. Default: **false** *(showDeletedTicket =false)*, Can be altered using custom parameter: **visibilityFlagDefaultValue**.