Cancel a Pending PPV Order Article no. 1879

Introduction

PPV events can **only** be canceled **within the first 10 minutes of the event**

- When ordered, customers **are billed** for PPVs, even when not **tuned to the channel**
- If a PPV is ***not*** canceled **prior to** the viewing time, or **within the first 10 minutes**, the PPV **is charged** on the next monthly statement

Resolution Steps

On the ICOMS **PPV Order Entry [VO]** screen, enter the following:

- **PIN:** PPV PIN if prompted, found in the **Security Information** in **BOLT**
- **Purchaser**: enter caller's name
- **Find Event**: the event has a **P** in the **Equipment** field
    - Type **C** in the **Equipment** field to **Cancel** the event, and hit **Enter**

- **Cancel Reason:** hit **F4** on your keyboard to select a **Cancel Reason**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=374