

◆ **Most Scenarios of the Complaints sent to Billing Team**

- a) Cancellation of Google Play KSA (need more info) from (epay) as per the Team Leader's request.

Kindly cancel the card below if it is not redeemed.

Product Name	Serial	Transaction Number	Request
			Cancelation request

Sending Emails:

From (support@onecard.net)

To (nader.maher@onecard.net)

CC (ahmed.abdulhay@onecard.net) / (menna.magdy@onecard.net) / (merchantsupport@onecard.net)

Process:

- Send by new ticket, then add a note in the original ticket with the new ticket no.