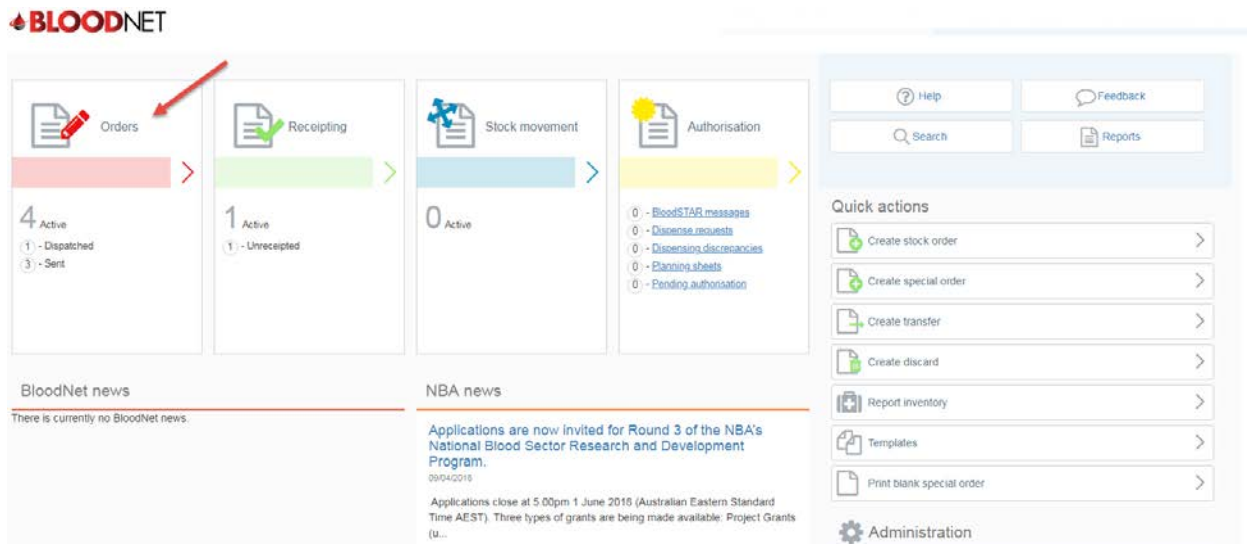


# Cancelling an Order – Tip sheet

Only active orders with a status of Sent (Awaiting confirmation), Sent or Sent (Failed) can be cancelled.

1. Click on the 'Orders' tile located on the left of the homepage screen.



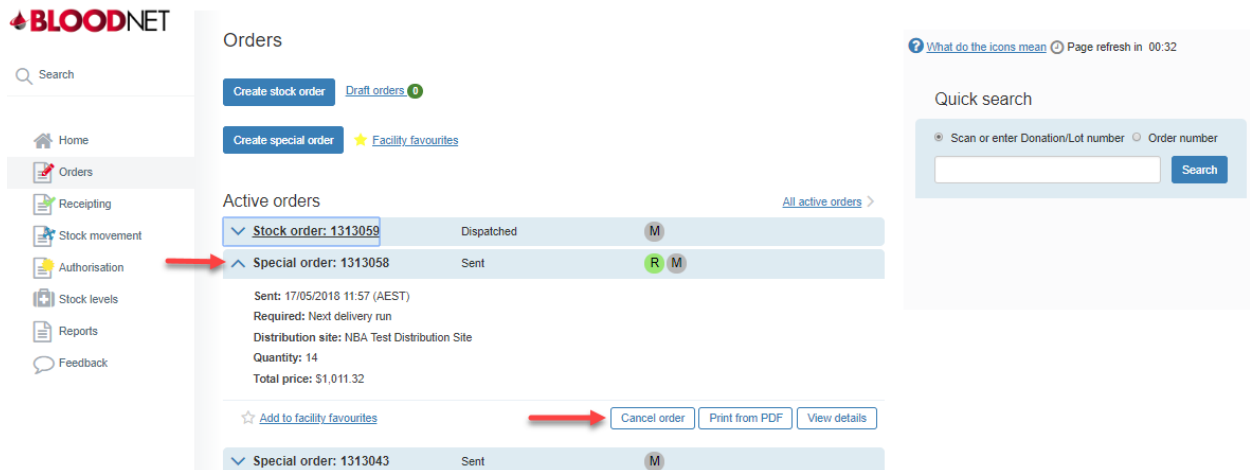
**Please note:** Orders can be located using any of the following three ways:

- a. Orders dashboard - if it is one of the 20 most recent orders created by your facility
- b. 'All active orders' page – by searching with the order number or sent date range
- c. Using the 'Search' function on the homepage or the 'quick search' tool on the orders dashboard

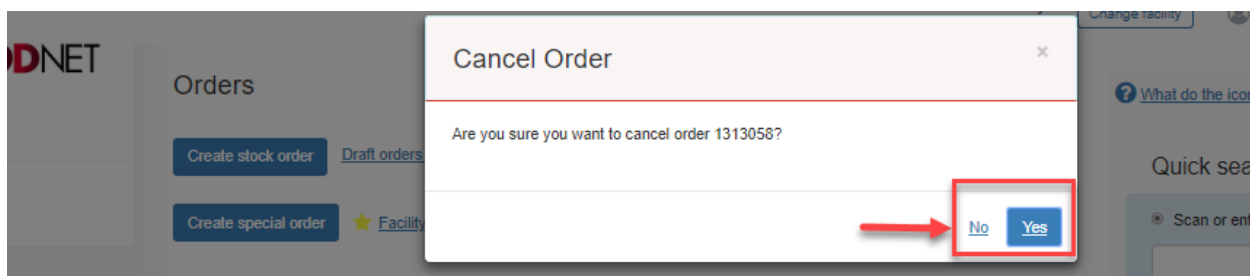


## cancelling an order from the Orders homepage

2. Locate your order and click the drop down arrow to the left of the order number to expand the order details and then click the 'Cancel order' button.

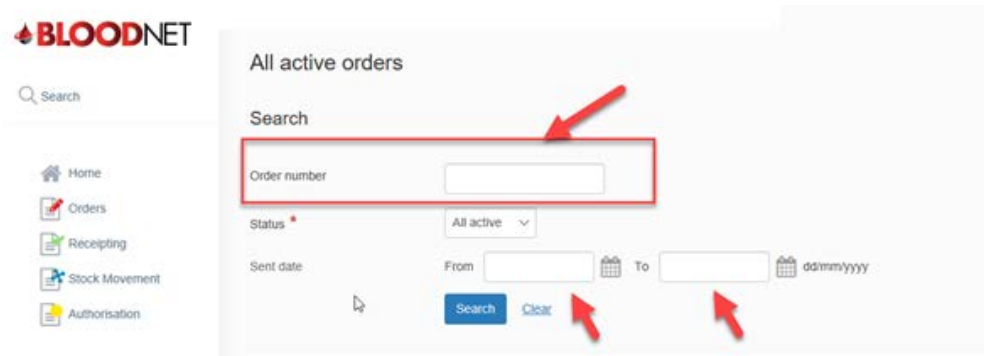


3. Confirm the cancellation by clicking 'Yes' on the cancel order confirmation pop up box. The Order will then be cancelled, removed from the 'Active orders' list and relocated to the 'Recent cancelled orders' list at the bottom of the Orders dashboard.



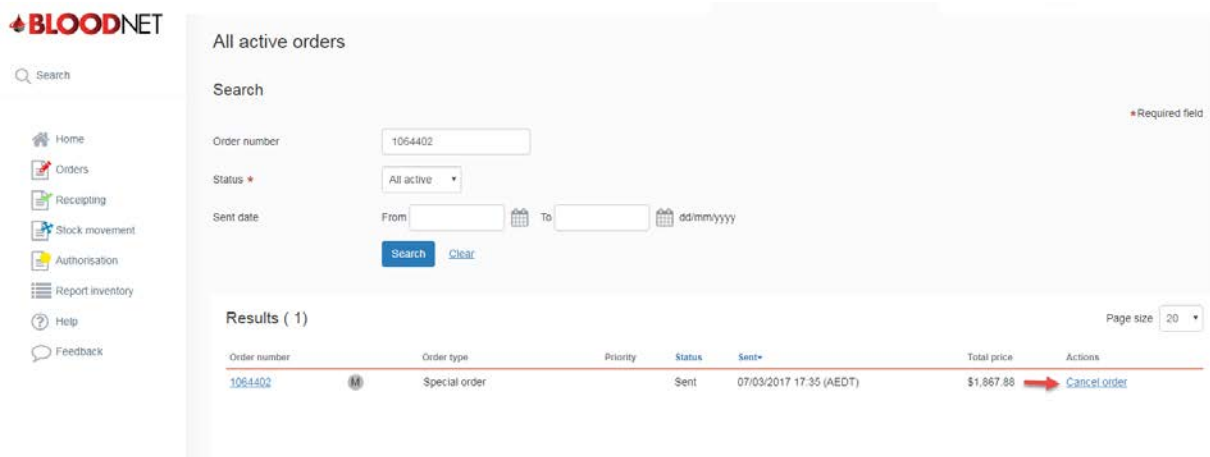
## labelling="Section-Header">Cancelling an order from the 'All active orders' page

- If 'All active orders' link has been selected, search for the specific order that you wish to cancel by entering the order number and sent dates (optional) in the search fields. Click on the 'Search' button to start the search.



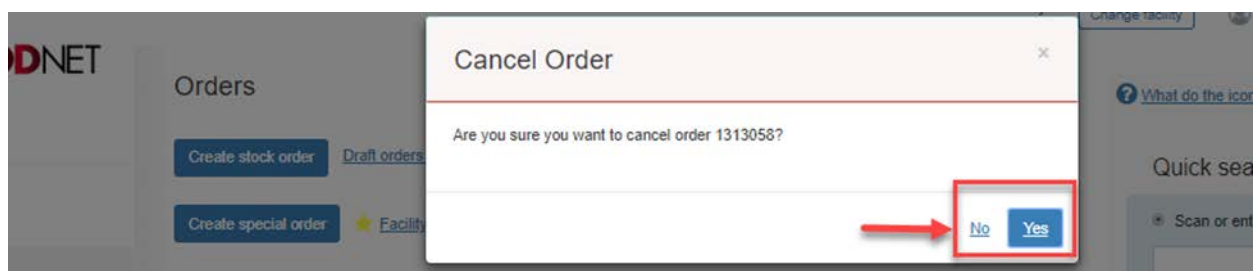
**Important:** The order status must be set to 'All Active'

- Click on the 'Cancel order' hyperlink.



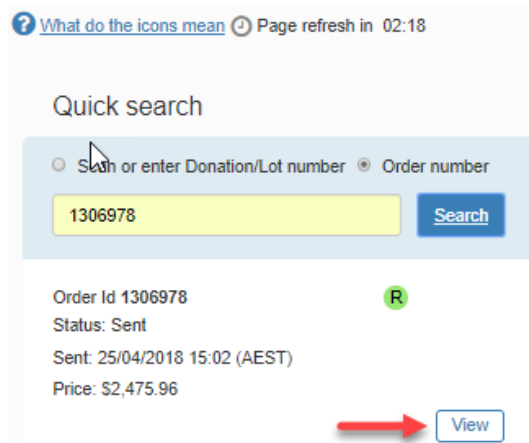
Order number	Order type	Priority	Status	Sent	Total price	Actions
1064402	Special order		Sent	07/03/2017 17:35 (AEDT)	\$1,867.88	<a href="#">Cancel order</a>

- Confirm the cancellation by clicking 'Yes' on the cancel order confirmation pop up box. The Order will then be cancelled, removed from the 'Active orders' list and relocated to the 'Recent cancelled orders' list at the bottom of the Orders dashboard.

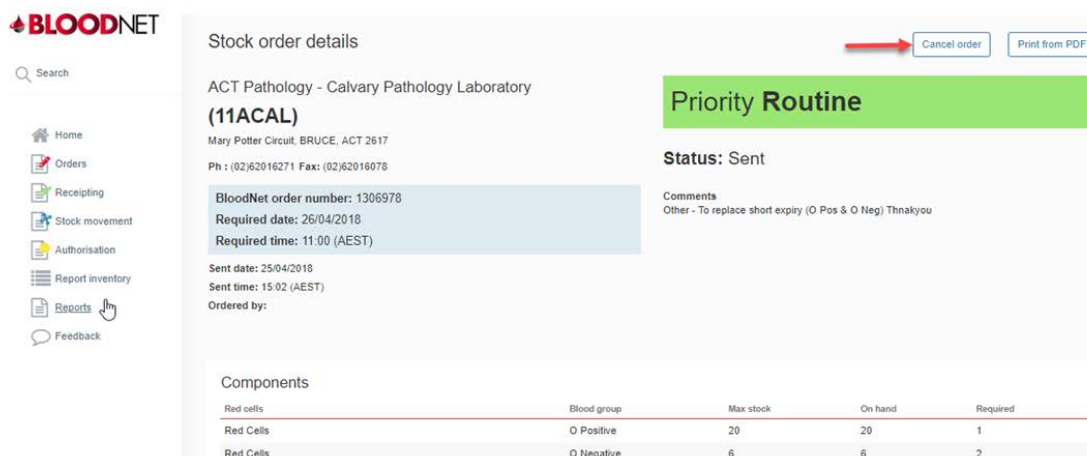


## Canceling an order from the Quick search tool

2. Enter the order number on the Quick search tool and click on search.
3. Click on the 'View' button and this will display the stock/special order details page (depending on the order type).



4. Click on the 'Cancel order' button on the top right of the order details' screen.



5. Confirm the cancellation by clicking 'Yes' on the cancel order confirmation pop up box. The Order will then be cancelled and relocated to the 'Recent cancelled orders' list at the bottom of the Orders dashboard.

