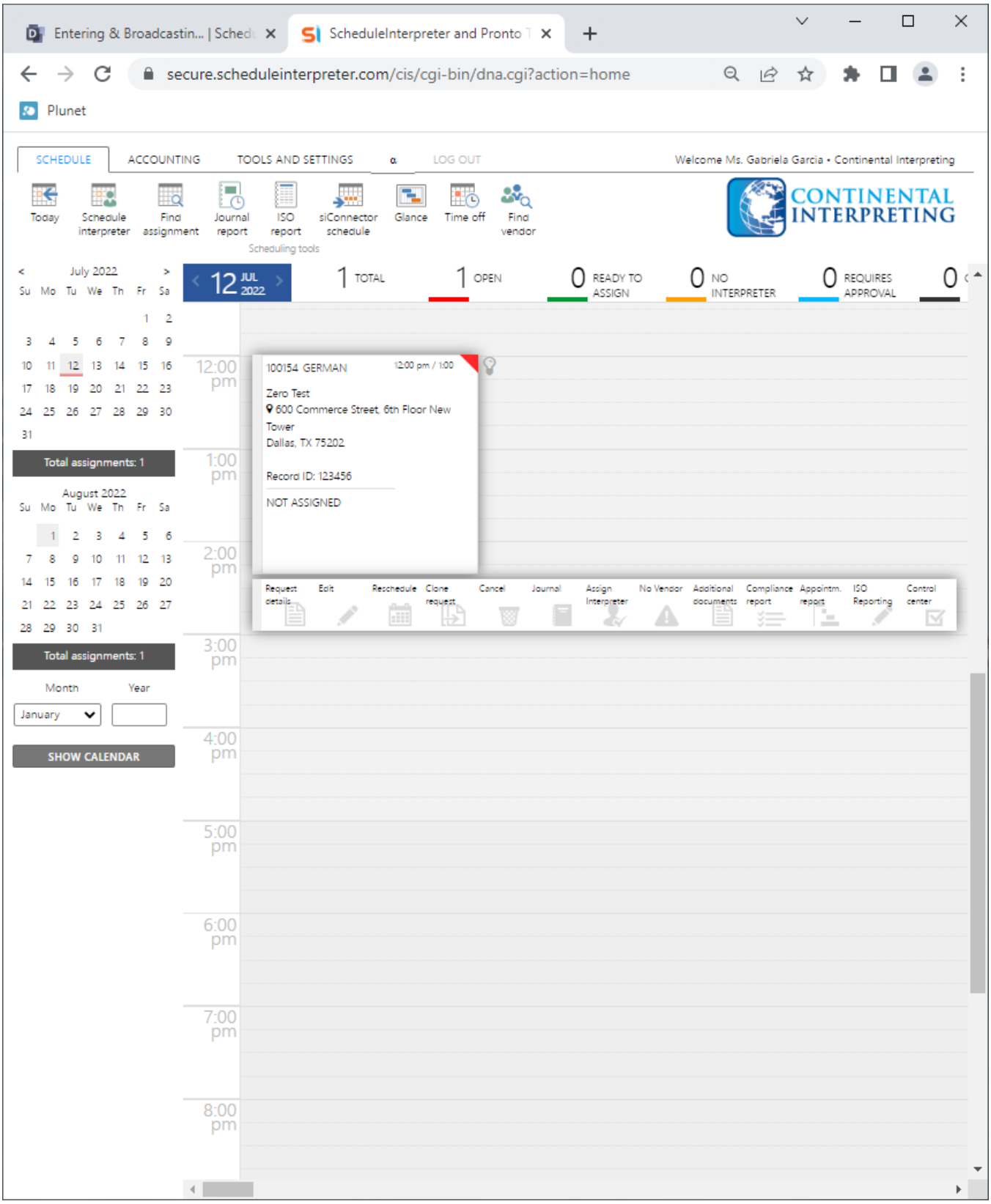
GUIDE - CANCELLING ORDERS (TIMELY CANCELLATION)

* Please note that the following example is for a timely cancellation. For late cancellations, please see document "Guide - Cancellation Options." *

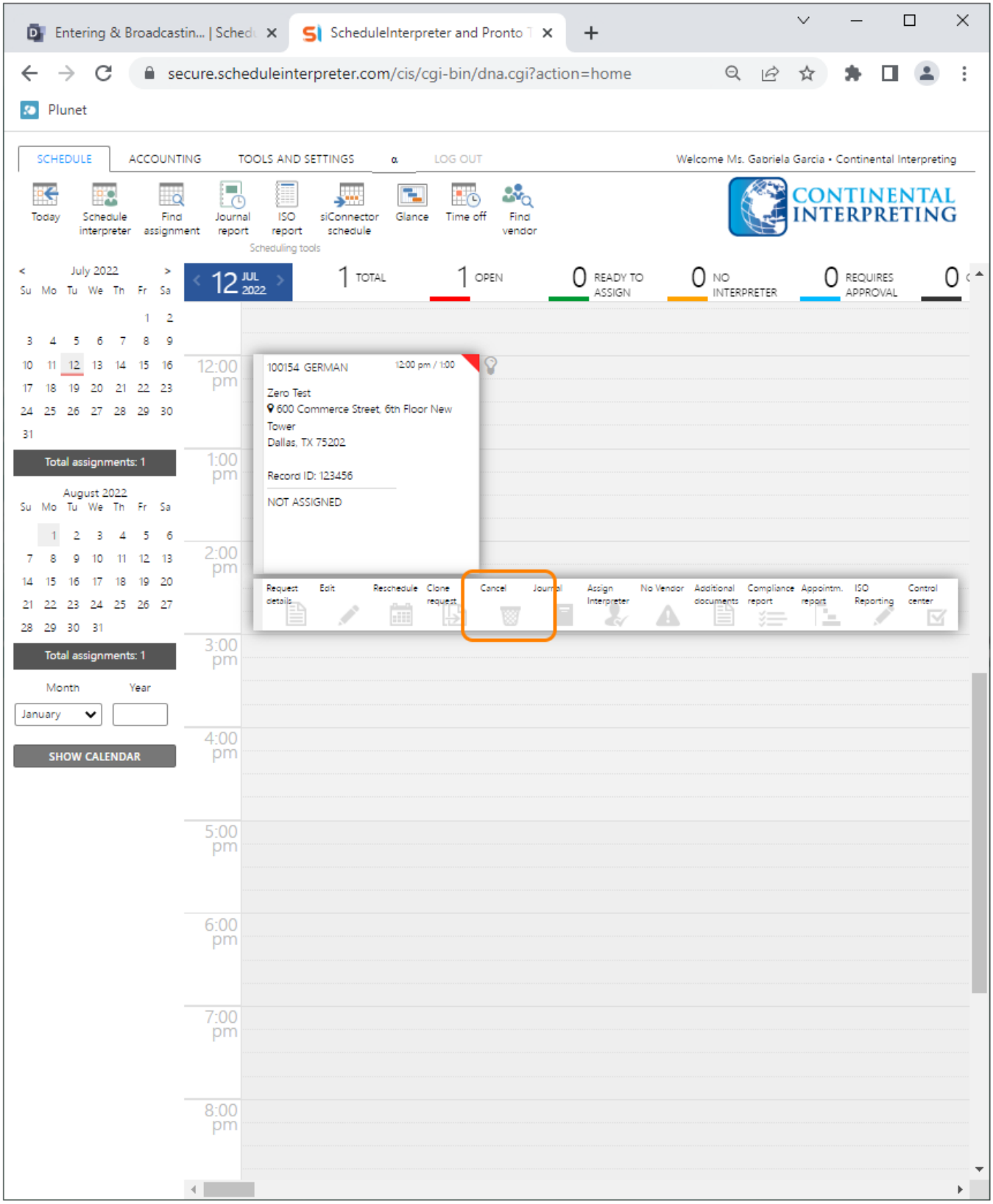
1. Open Calendar

Navigate to Schedule tab and go to the date of the assignment you want to cancel.



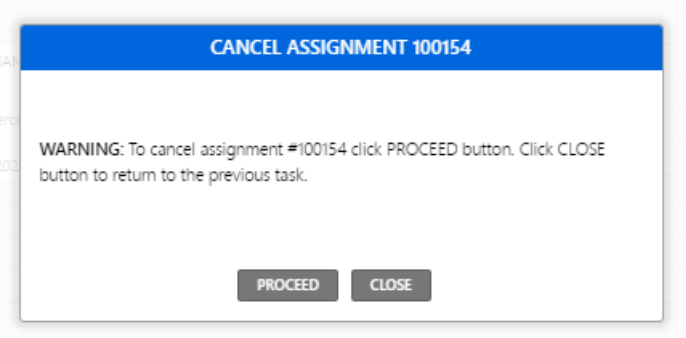
2. Select Cancel

Hover over the assignment you want to cancel. This will open the Order Ribbon with the Cancel shortcut.

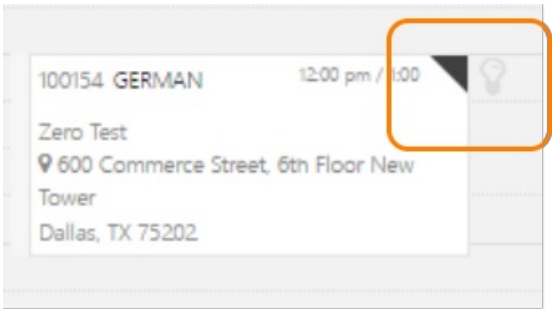


3. Confirm Cancellation

Click "proceed" to confirm that you want to cancel the order.



Notice how the assignment corner code color changes to charcoal grey.

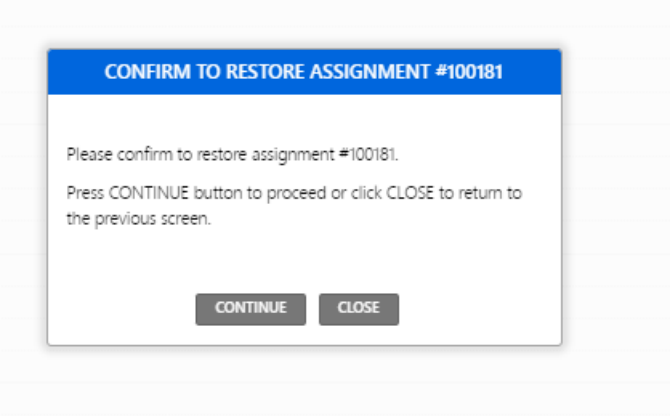


4. Verify via Journal

Once cancellation was submitted, check the Journal to verify that the change was recorded and that the client and vendor received cancellation notification emails.

Bonus Tip

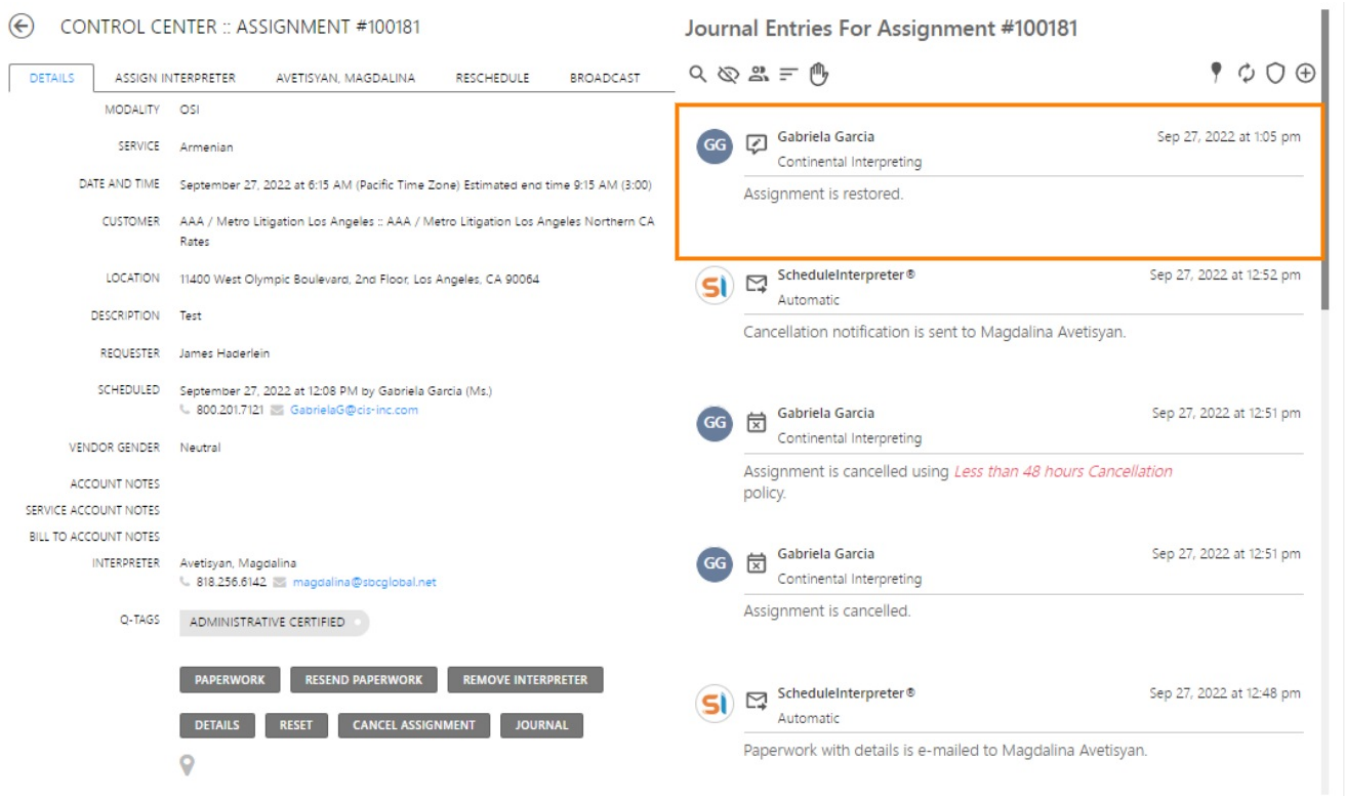
Need to restore the assignment? You can do that by hovering over the assignment and clicking "Restore." You will get the following pop-up. Continue to restore the assignment.



Once restored, you will see the notes on the restored assignment in the Journal Entries.

* Please note that you will need to broadcast and assign the interpreter for the order again. *

You can see an example below of an order that was restored. Check the Journal notes as a reference for all touchpoints in the order. You can also reference the Notifications inbox in Outlook as another resource for touchpoints.



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