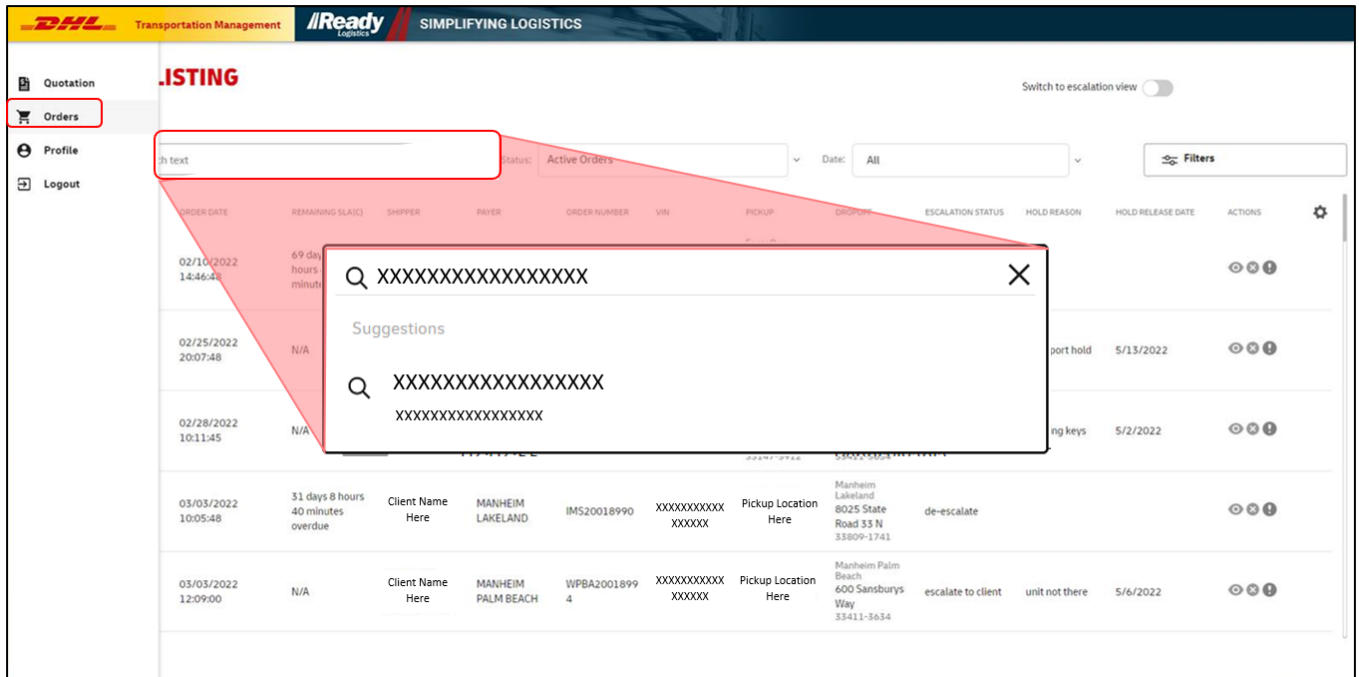


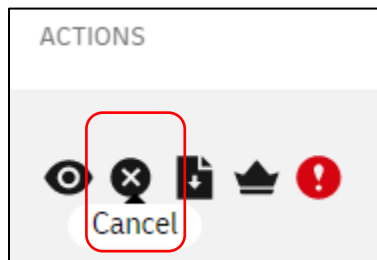
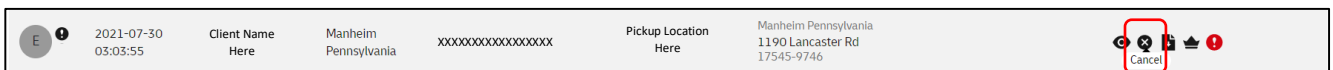
Client Order Cancellation Overview

Cancellations via Orders Search Results Page

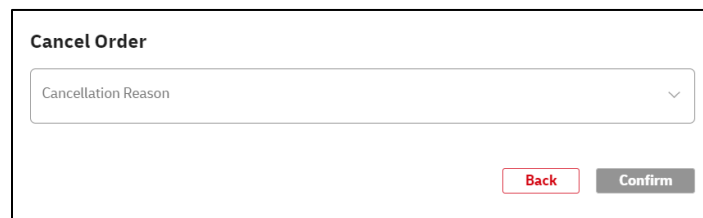
1. Use the Search field to enter in the VIN number needing cancelled



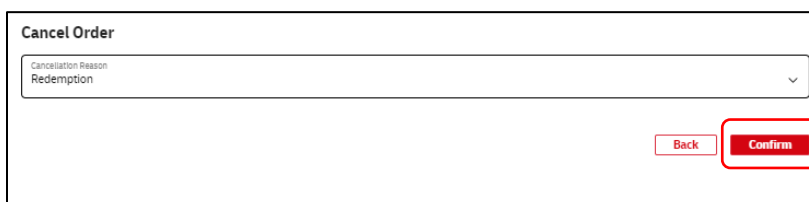
2. Select the X action icon for the order in the Actions column



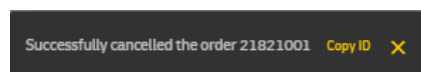
3. In the pop-up that appears choose the cancellation reason from the dropdown



4. Once the reason has been chosen, select the Confirm button on the pop-up



5. Once cancelled the system will generate a pop-up with the order ID advising that the cancellation was successful

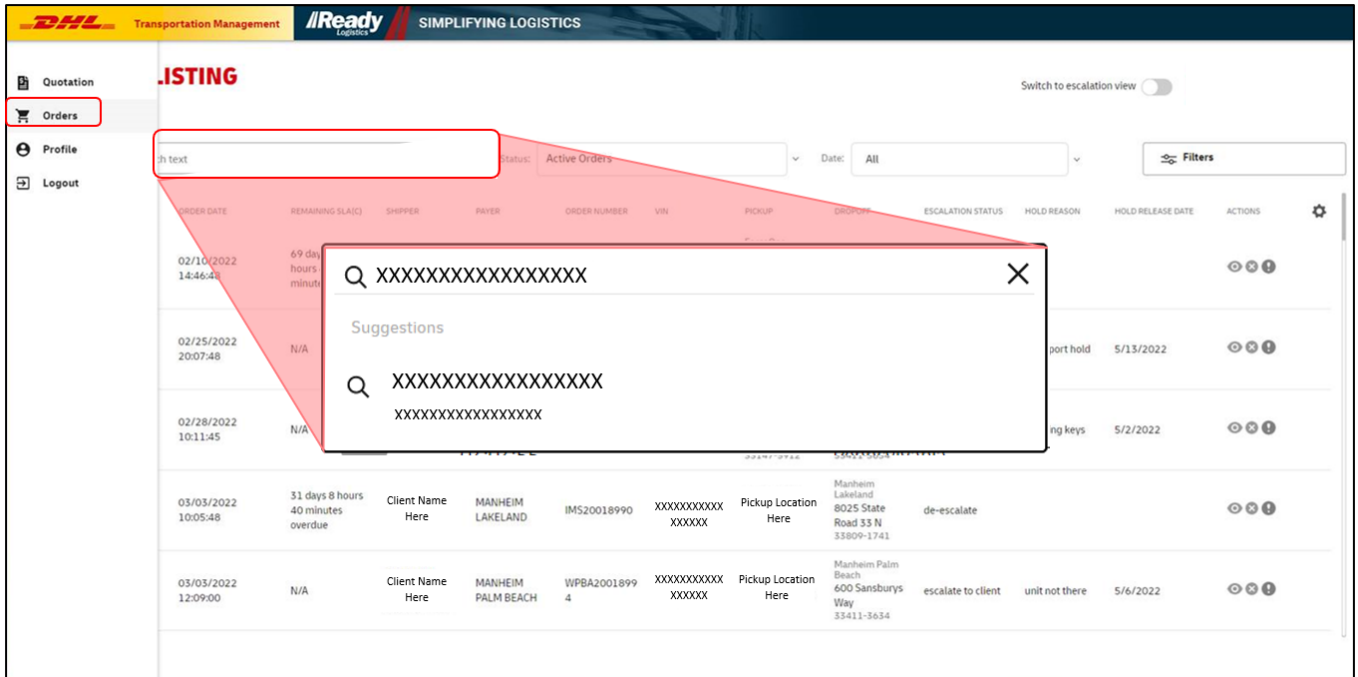


6. Once cancelled, the order status will update to a red C.

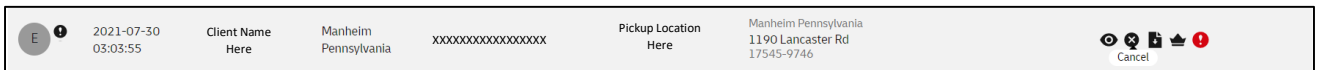


Cancellations within the Order Details Page

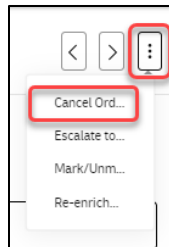
1. Use the Search field to enter in the VIN number needing cancelled



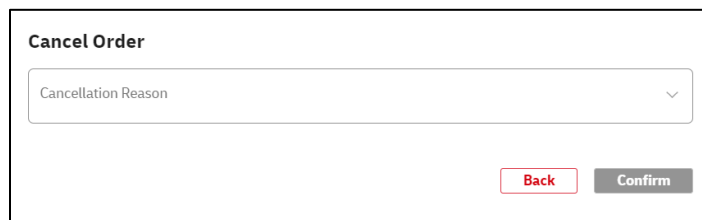
2. Select the order by clicking anywhere on the row



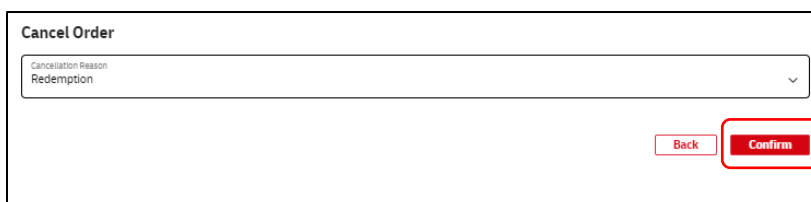
3. From within the record go to the upper right corner to the options button and choose the 'Cancel Order' option



4. In the pop-up that appears choose the cancellation reason from the dropdown



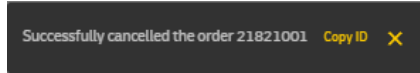
5. Once the reason has been chosen, select the Confirm button on the pop-up



6. Select 'Leave' from the pop-up about changes not being saved



- The system will take you back to the Order Listing page once cancelled, and will generate a pop-up with the order ID advising that the cancellation was successful



- Once cancelled, the order status will update to a red C.



Cancellations for Orders Already Picked Up

