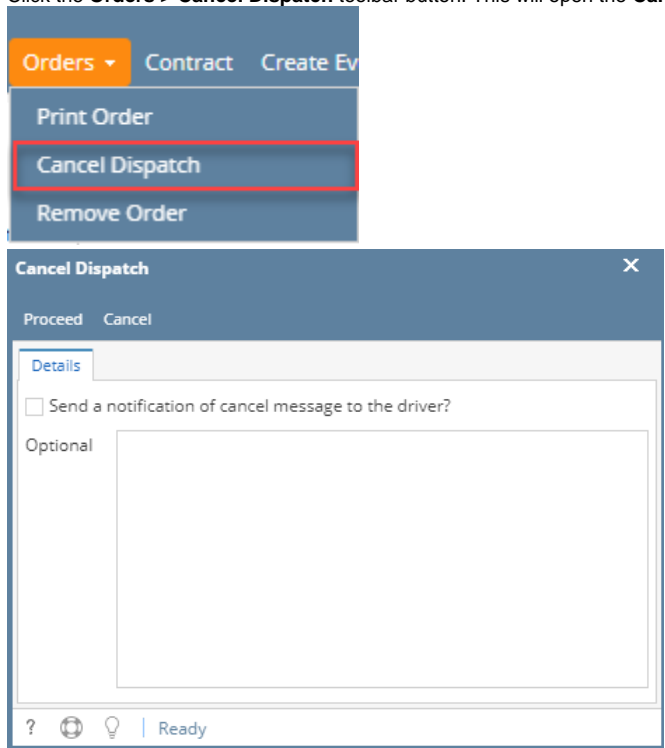


# How to Cancel a Dispatch

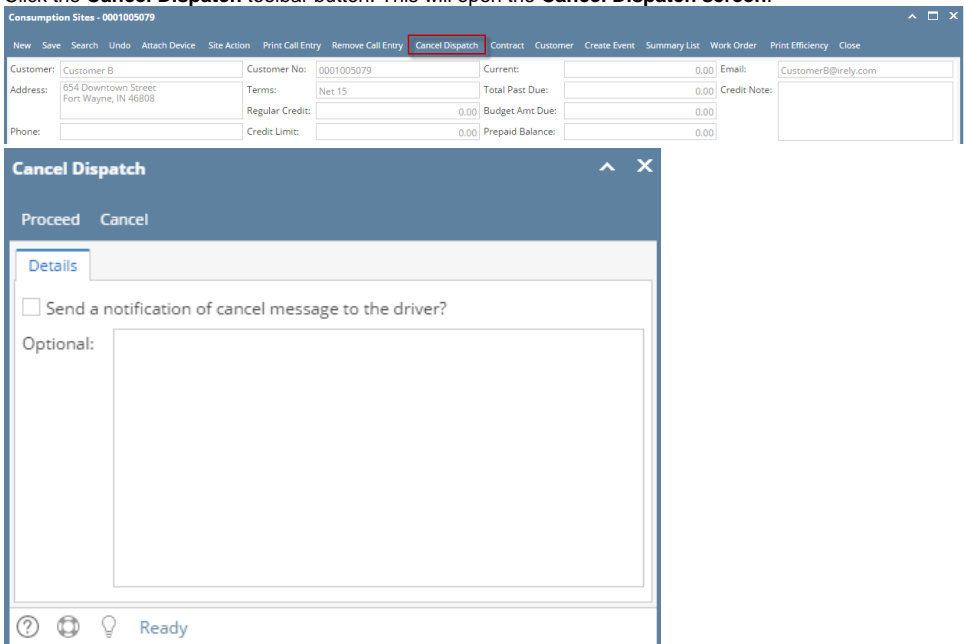
- **Via the Consumption Sites screen:**
  1. [Open the Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Order which is already dispatched.
  2. Click the **Orders > Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch screen**.



3. If a notification needs to be sent to the driver, select the **'Send a notification of cancel message to the driver?'** option, and then enter the message.
4. Click the **Proceed button**.

- **Via the Consumption Sites screen:**

1. [Open the Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Entry which is already dispatched.
2. Click the **Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch screen**.



3. If a notification needs to be sent to the driver, select the **'Send a notification of cancel message to the driver?'** option, and then enter the message.

4. Click the **Proceed** button.

- **Via the Consumption Sites screen:**

1. [Open the Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Entry which is already dispatched.
2. Click the **Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch** screen.

**Consumption Sites - 0001005078**

New Save Search Undo Attach Device Site Action Print Call Entry - Call Entry **Cancel Dispatch** Contract Customer Create Event Summary List Work Order Print Efficiency Close

Customer: Customer A Customer No: 0001005078 Current: 0.00 Credit Note:  
Address: 1234 Main St. Fort Wayne, IN 46801 Terms: Due on Receipt Total Past Due: 0.00  
Regular Credit: 0.00 Budget Amt Due: 35.10  
Phone: 1000000000 Credit Limit: 0.00 Prepaid Balance: 0.00

**Cancel Dispatch**

Proceed Cancel

Details

☐ Send a notification of cancel message to the driver?

Optional:

Ready

3. If a notification needs to be sent to the driver, select the '**Send a notification of cancel message to the driver?**' option, and then enter the message.
4. Click the **Proceed** button.

- **Via the Delivery Dispatching screen:**

1. On the Menu panel, click the **Dispatch Deliveries** menu. This will open the **Delivery Dispatching** screen.
2. Filter the records in the grid using the fields in the **Selection Criteria** panel.

**Selection Criteria**

	Condition	From	To		Condition	From	To
Bulk Plant Location:	▼	▼	▼	Route ID:	▼	▼	▼
Next Degree Day:	▼	0.00	0.00	Requested Date:	▼	▼	▼
Dispatched Driver ID:	▼	▼	▼	Item:	▼	▼	▼

Include: ☐ Will Calls ☐ Dispatched Calls

3. Click the **Search** toolbar button.

**Delivery Dispatching**

**Search** Consumption Site Dispatch Cancel Dispatch Change Driver Close

4. Select the consumption site record in the grid, and then click the **Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch** screen.

**Delivery Dispatching**

Search Consumption Site Dispatch **Cancel Dispatch** Change Driver Close

Details

**Selection Criteria**

	Condition	From	To		Condition	From	To
Bulk Plant Location:	Equals ▼	0001 - Fort Wayne ▼	▼	Route ID:	Equals ▼	001-NW ▼	▼
Next Degree Day:	▼	0.00	0.00	Requested Date:	Between ▼	04/01/2016 ▼	04/30/2016 ▼
Dispatched Driver ID:	Equals ▼	0001005080 ▼	▼	Item:	Equals ▼	LPG ▼	▼

Include: ☐ Will Calls ☐ Dispatched Calls

<input type="checkbox"/> Customer	Consumption Site	Item	Site Description	Clock Local...	Requested Date	Dispatch Date	Driver ID	Driver Name	Desired Qty	Price	Total	Est Run Out
<input checked="" type="checkbox"/> 0001005078 Customer A	0002 1234 Main St.	LPG	Tank A	001	04/25/2016	04/25/2016	0001005080	Customer C	0.00	1.3000	0.00	

5. If a notification needs to be sent to the driver, select the '**Send a notification of cancel message to the driver?**' option, and then enter the message.

- Click the **Proceed** button. An email will be sent to the driver.

**Cancel Dispatch**

**Proceed** **Cancel**

**Details**

☒ Send a notification of cancel message to the driver?

Optional: Cancel dispatch order

Ready

- Via the Consumption Sites screen:**

- Open the [Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Entry which is already dispatched.
- Click the **Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch** screen.

**Consumption Sites - 0000000021**

New Save Search Undo Attach Device Site Action Print Call Entry Call Entry **Cancel Dispatch** Contract Create Event Summary List Work Order Print Efficiency Close

Customer: SHELL PROPANE Customer No: 0000000021 Current: 0.000000 Credit Note:

Address: GREEN ROAD CHISAGO CITY, MN 55013 Terms: 20 - COD Total Past Due: 0.000000

Phone: 1000000000 Regular Credit: 0.000000 Budget Amt Due: 0.000000

Credit Limit: 1.000000 Prepaid Balance: 0.000000

**Cancel Dispatch**

**Proceed** **Cancel**

**Details**

☐ Send a notification of cancel message to the driver?

Optional:

Help Ready

- If a notification needs to be sent to the driver, select the **'Send a notification of cancel message to the driver?'** option, and then enter the message.
- Click the **Proceed** button.

- Via the Delivery Dispatching screen:**

- On the Menu panel, double click the **Dispatch Deliveries** menu. This will open the **Delivery Dispatching** screen.
- Filter the records in the grid using the fields in the **Selection Criteria** panel.

**Selection Criteria**

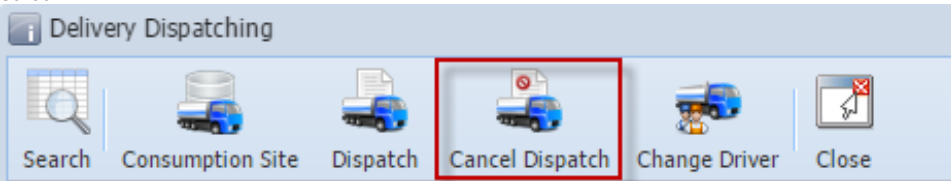
Condition	From	To	Condition	From	To
Bulk Plant Location:			Route ID:		
Next Degree Day:		0	Requested Date:		
Dispatched Driver ID:			Item:		

Include: ☐ Will Calls ☐ Dispatched Calls

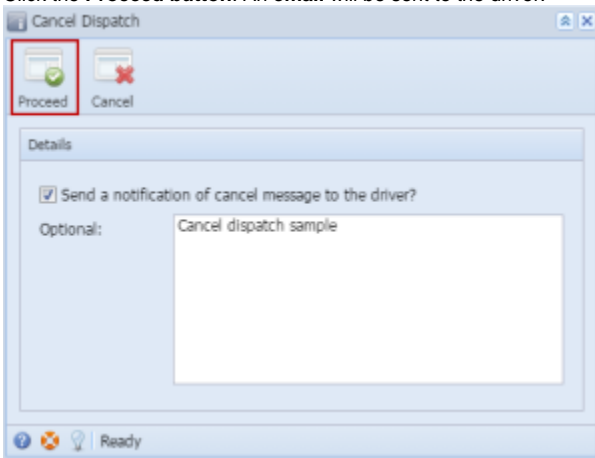
3. Click the **Search toolbar button**.



4. Select the consumption site record in the grid, and then click the **Cancel Dispatch toolbar button**. This will open the **Cancel Dispatch screen**.

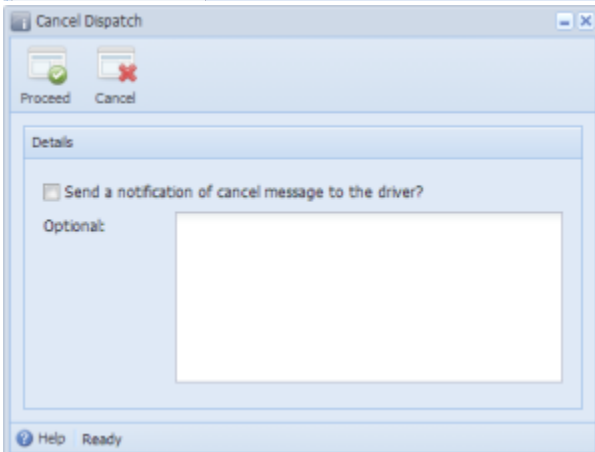
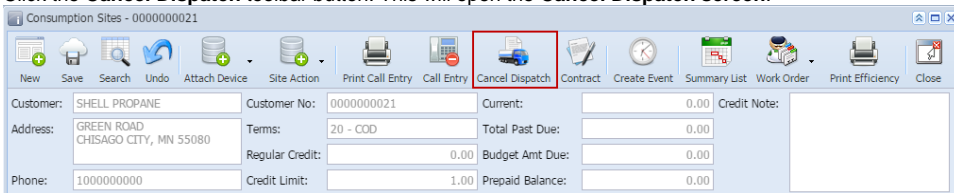


5. If a notification needs to be sent to the driver, select the 'Send a notification of cancel message to the driver?' option, and then enter the message.
6. Click the **Proceed button**. An **email** will be sent to the driver.



- **Via the Consumption Sites screen:**

1. [Open the Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Entry which is already dispatched.
2. Click the **Cancel Dispatch toolbar button**. This will open the **Cancel Dispatch screen**.

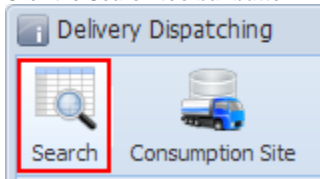


3. If a notification needs to be sent to the driver, select the '**Send a notification of cancel message to the driver?**' option, and then enter the message.
4. Click the **Proceed button**.

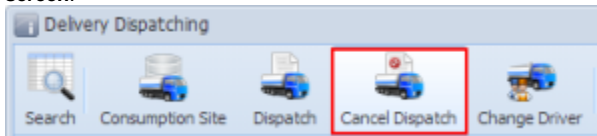
- **Via the Delivery Dispatching screen:**

1. On the Menu panel, double click the **Dispatch Deliveries** menu. This will open the **Delivery Dispatching screen**.
2. Filter the records in the grid using the fields in the **Selection Criteria panel**. By default, From and To fields are disabled and will be enabled after a condition has been selected/set.

3. Click the **Search** toolbar button.



4. Select the consumption site record in the grid, and then click the **Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch screen**.



5. If a notification needs to be sent to the driver, select the 'Send a notification of cancel message to the driver?' option, and then enter the message.
6. Click the **Proceed** button. An **email** will be sent to the driver.