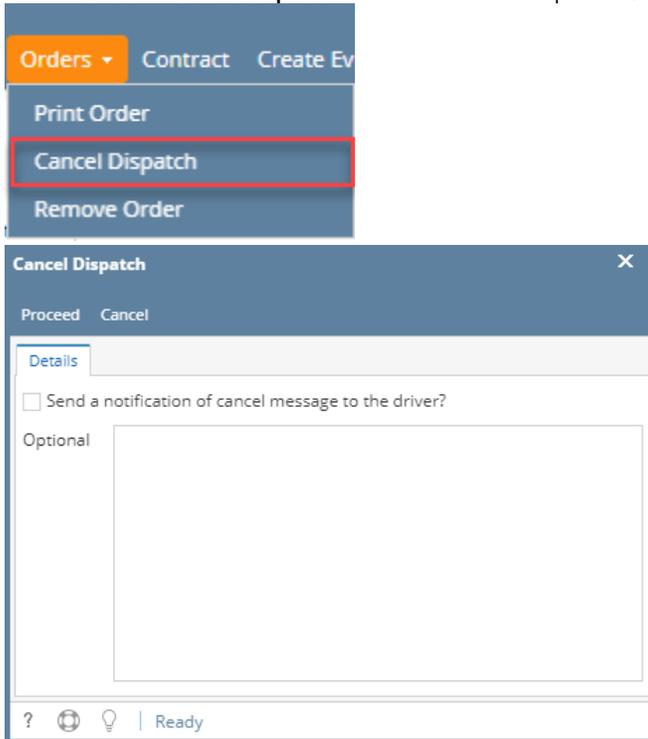


How to Cancel a Dispatch

- **Via the Consumption Sites screen:**

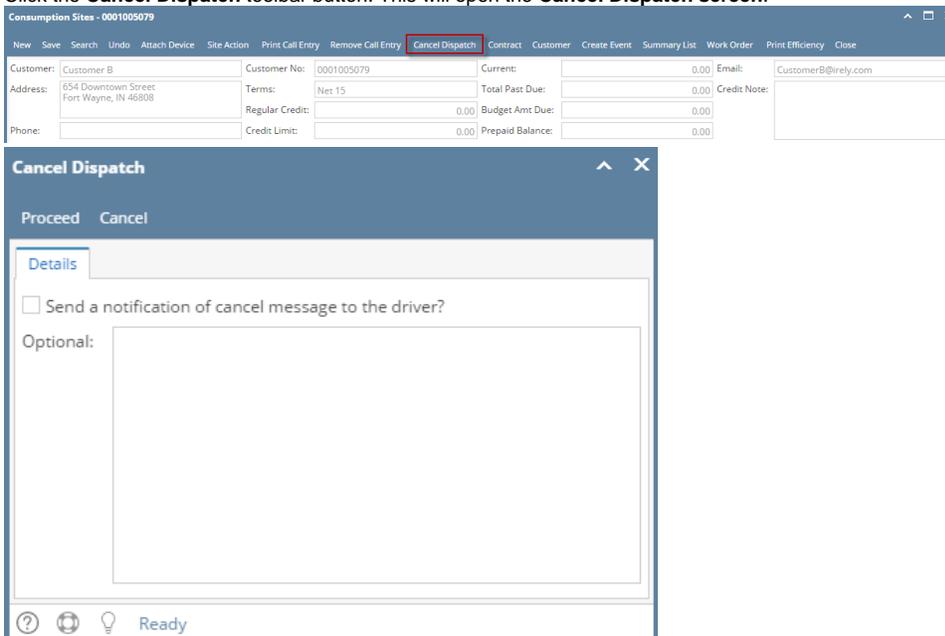
1. [Open the Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Order which is already dispatched.
2. Click the **Orders > Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch screen**.



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**.

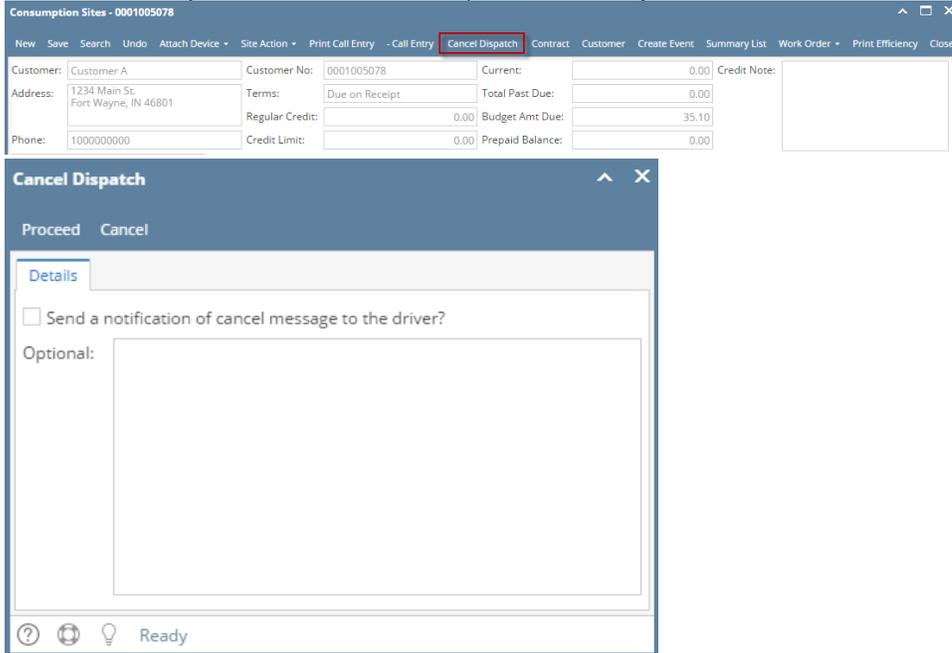


3. If a notification needs to be sent to the driver, select the **'Send a notification of cancel message to the driver?'** option, and then enter the message.

4. Click the **Proceed** button.

• **Via the Consumption Sites screen:**

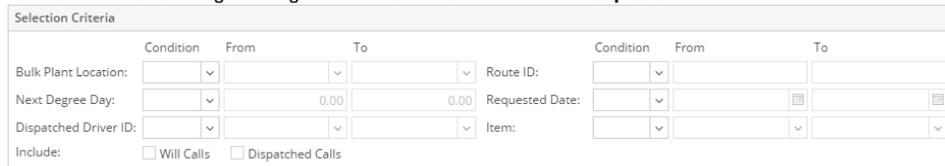
1. [Open the Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Entry which is already dispatched.
2. Click the **Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch screen**.



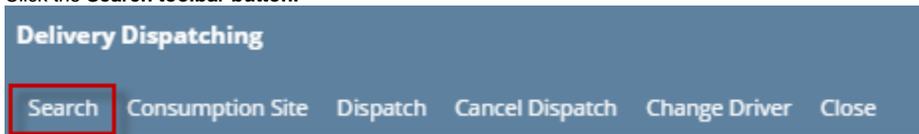
3. If a notification needs to be sent to the driver, select the **'Send a notification of cancel message to the driver?'** option, and then enter the message.
4. Click the **Proceed** button.

• **Via the Delivery Dispatching screen:**

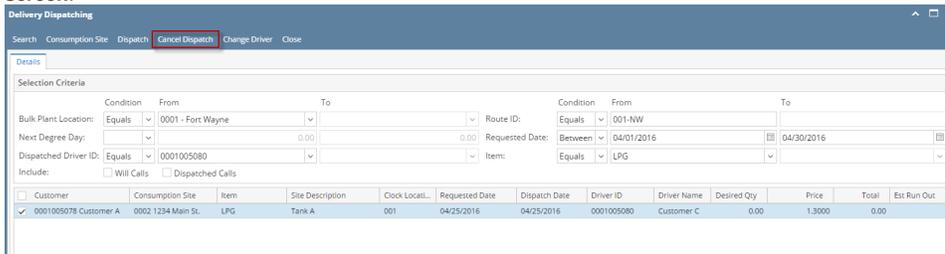
1. On the Menu panel, click the **Dispatch Deliveries** menu. This will open the **Delivery Dispatching screen**.
2. Filter the records in the grid using the fields in the **Selection Criteria** panel.



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

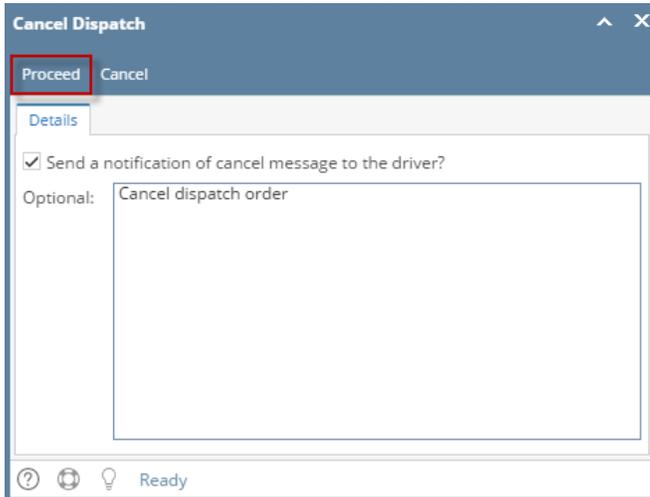


4. Select the consumption site record in the grid, and then click the **Cancel Dispatch** toolbar button. This will open the **Cancel Dispatch screen**.



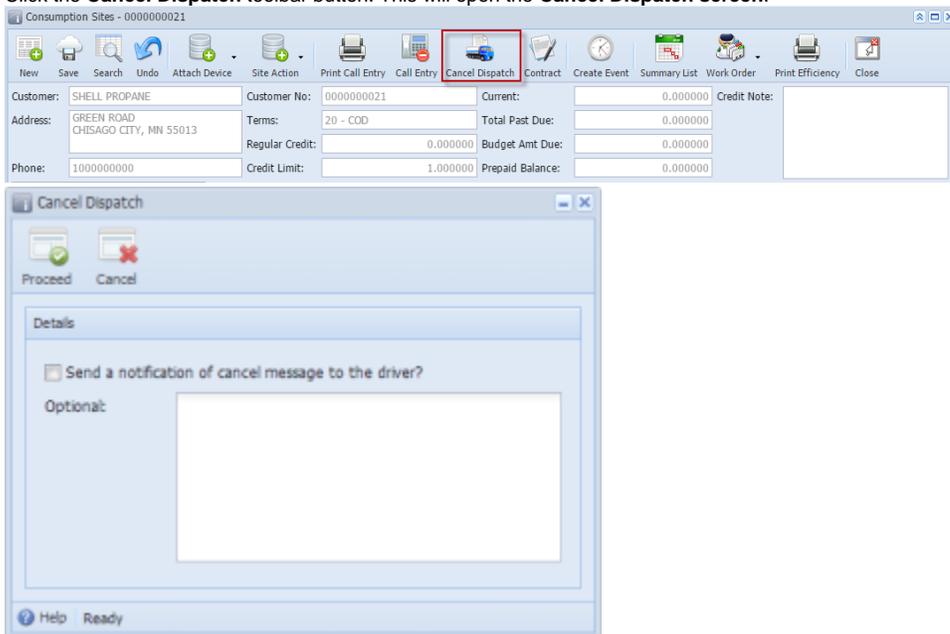
5. If a notification needs to be sent to the driver, select the **'Send a notification of cancel message to the driver?'** option, and then enter the message.

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



- 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.



- 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.



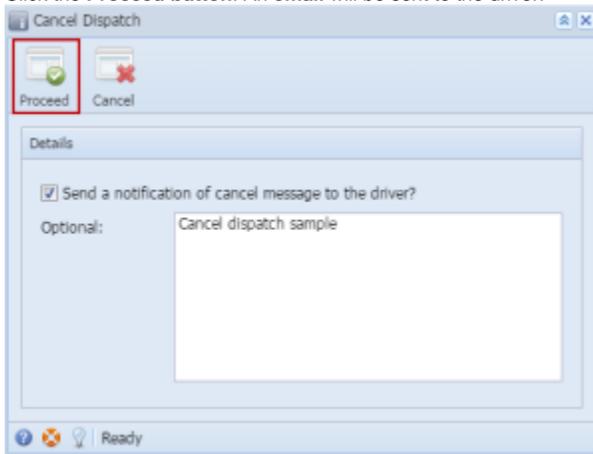
- Click the **Search toolbar button**.



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

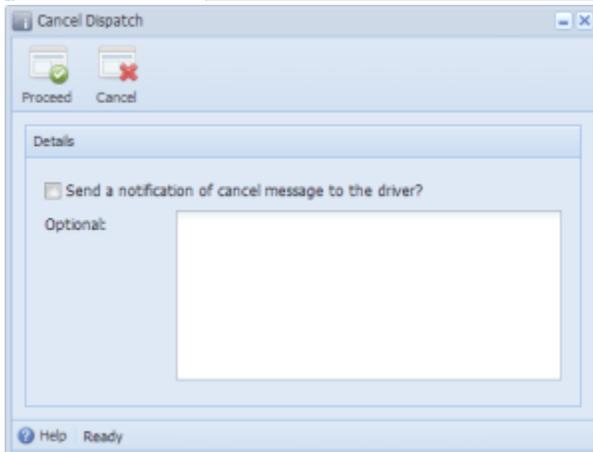
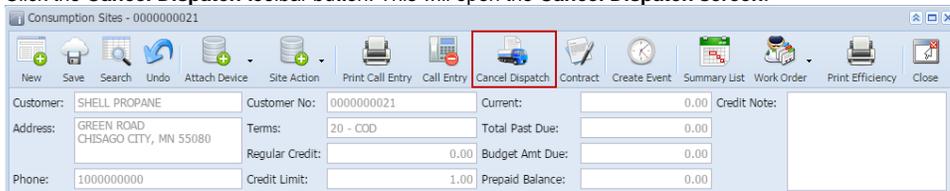


- If a notification needs to be sent to the driver, select the 'Send a notification of cancel message to the driver?' option, and then enter the message.
- Click the **Proceed button**. An email will be sent to the driver.



- 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**.

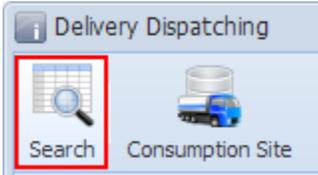


- If a notification needs to be sent to the driver, select the 'Send a notification of cancel message to the driver?' option, and then enter the message.
- Click the **Proceed button**.

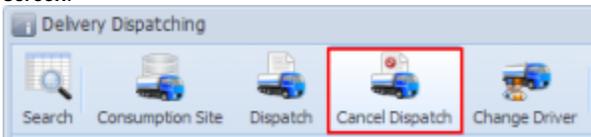
- **Via the Delivery Dispatching screen:**

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.