

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**.

Orders Contract Create Event

Print Order

Cancel Dispatch

Remove Order

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 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 - 0001005079

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

Customer: Customer B Customer No: 0001005079 Current: 0.00 Email: CustomerB@irely.com

Address: 654 Downtown Street Fort Wayne, IN 46808 Terms: Net 15 Total Past Due: 0.00 Credit Note:

Phone: Regular Credit: 0.00 Budget Amt Due: 0.00

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 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:

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:	<input type="checkbox"/> Will Calls <input type="checkbox"/> 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:	<input type="checkbox"/> Will Calls <input type="checkbox"/> 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

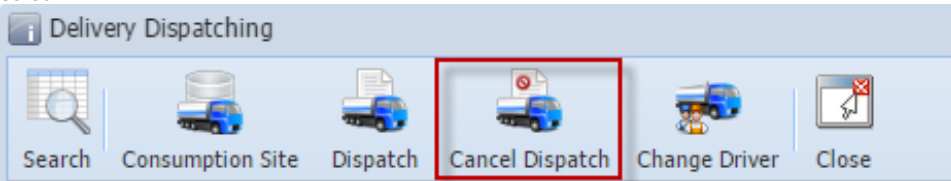
Condition	From	To	Condition	From	To
Bulk Plant Location:			Route ID:		
Next Degree Day:		0	Requested Date:		
Dispatched Driver ID:			Item:		

Include: ☐ Will Calls ☐ Dispatched Calls

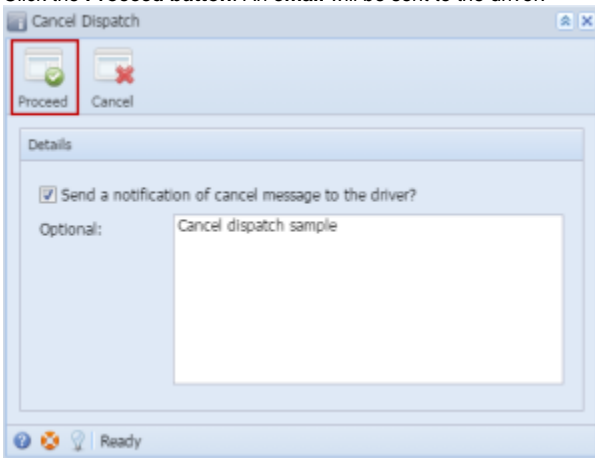
3. Click the **Search toolbar button**.



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

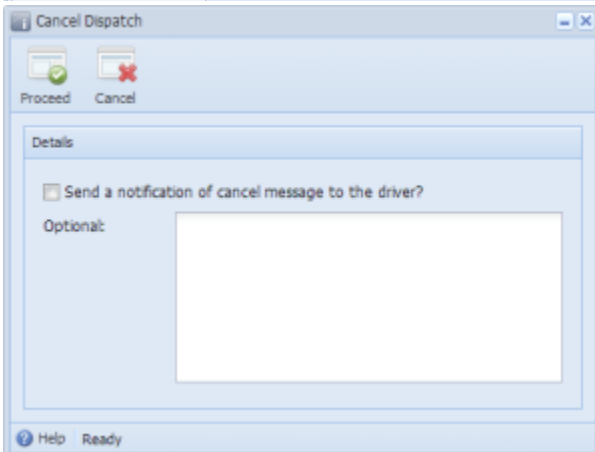
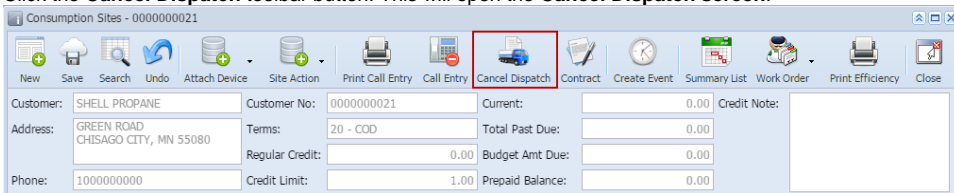


5. If a notification needs to be sent to the driver, select the 'Send a notification of cancel message to the driver?' option, and then enter the message.
6. Click the **Proceed button**. An email will be sent to the driver.



- **Via the Consumption Sites screen:**

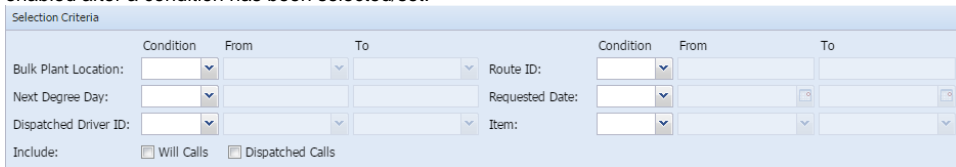
1. [Open the Consumption Sites record](#) wherein the dispatched delivery needs to be cancelled. This means, that the site record has an active Call Entry which is already dispatched.
2. Click the **Cancel Dispatch toolbar button**. This will open the **Cancel Dispatch screen**.



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**.

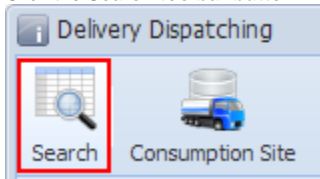
- **Via the Delivery Dispatching screen:**

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.

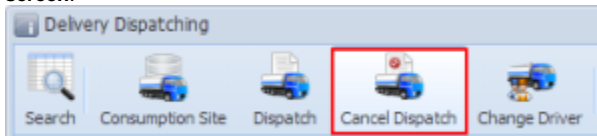


The Selection Criteria panel contains two identical sets of filters. The first set includes: Bulk Plant Location (dropdown), Condition (dropdown), From (disabled text box), To (disabled text box), Route ID (dropdown), Condition (dropdown), From (disabled text box), and To (disabled text box). The second set includes: Next Degree Day (dropdown), Condition (dropdown), From (disabled text box), To (disabled text box), Requested Date (calendar icon), Condition (dropdown), From (disabled text box), and To (disabled text box). Below these are checkboxes for 'Will Calls' and 'Dispatched Calls'.

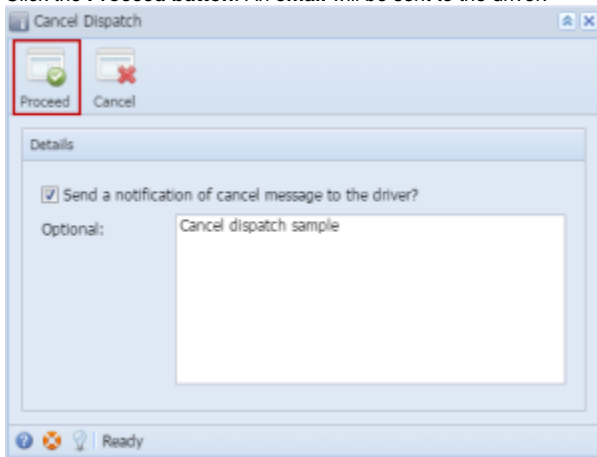
3. Click the **Search** toolbar button.



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.



The Cancel Dispatch screen has a 'Proceed' button (with a green checkmark icon) and a 'Cancel' button (with a red 'X' icon). The 'Proceed' button is highlighted with a red rectangle. Below is a 'Details' section with a checkbox 'Send a notification of cancel message to the driver?' which is checked. An 'Optional:' text box contains the text 'Cancel dispatch sample'.