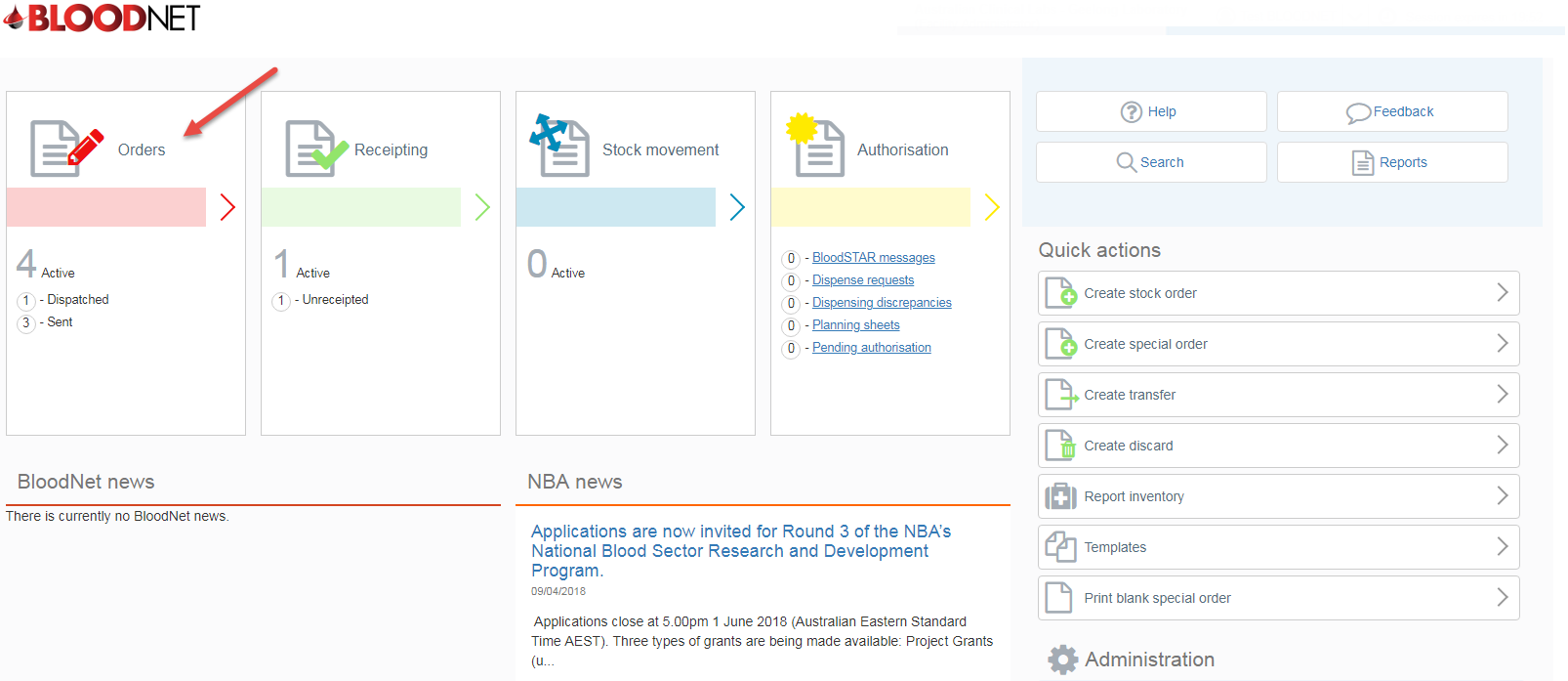
**Cancelling an Order – Tip sheet**

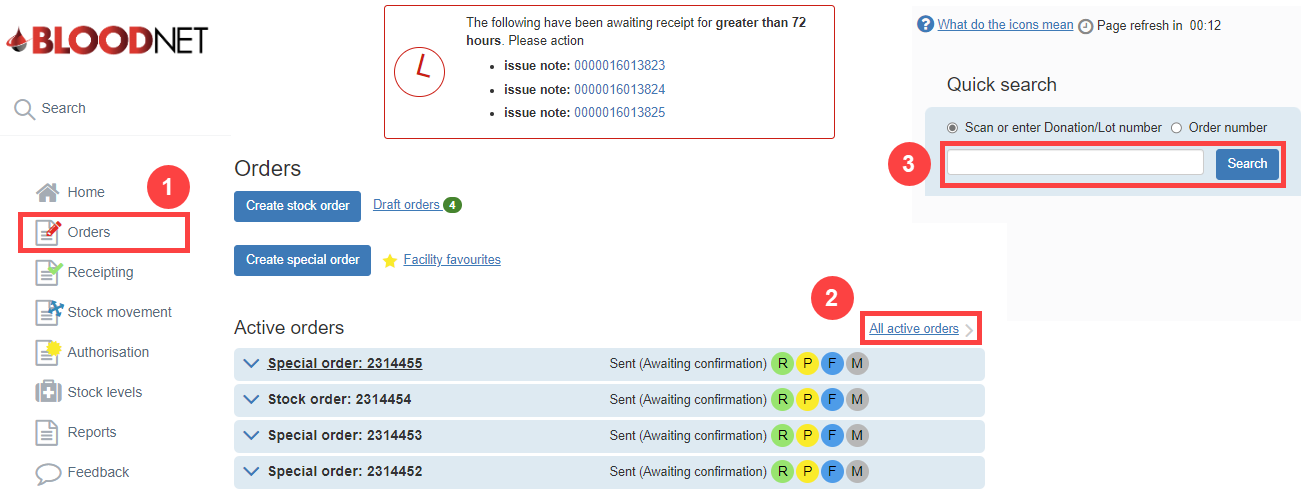
Perform the following procedure to Cancel an Order in BloodNet:

|  |  |
| --- | --- |
| Icon  Description automatically generated | **Please note:** Only active orders with a status of Sent (Awaiting confirmation), Sent or Sent (Failed) can be cancelled. |

1. Click on the **‘Orders**’ tile located on the left of the home page.



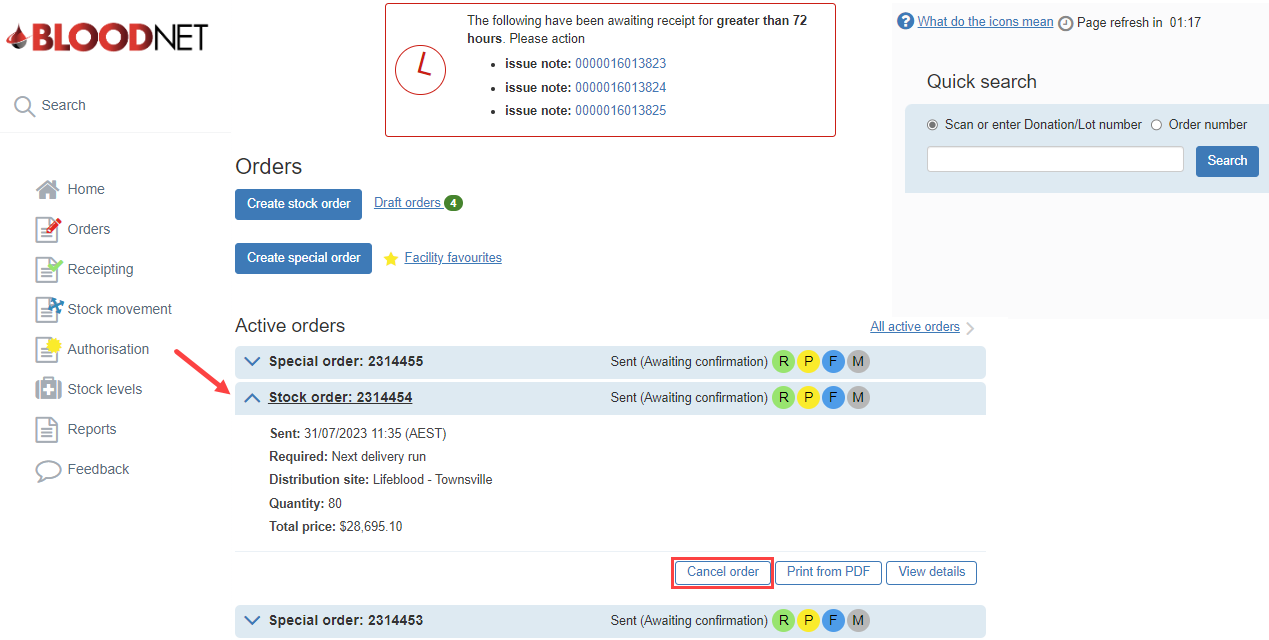
1. Orders can be located using one of four ways:
2. **‘Orders’** page - if it is one of the 20 most recent orders created by your facility
3. **‘All active orders**’ – by searching with the ‘Order number’ or ‘Sent date’ range
4. The **‘Quick search’** tool on the **‘Orders’** page
5. By clicking the **‘Search’** button on the home page.





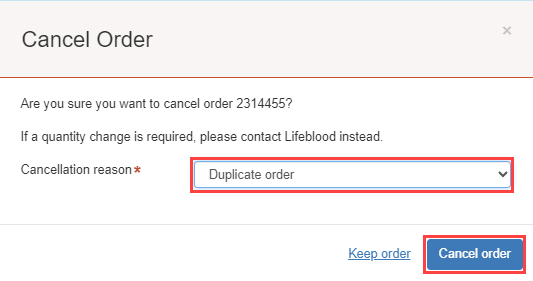
**Cancelling an order from the Orders homepage**

1. Locate your order and click the drop-down arrow to the left of the order number to expand the order details. Then click the **‘Cancel order’** button.



1. Select the ‘**Cancellation reason**’ from the drop-down and confirm the cancellation by clicking **‘Cancel order’** on the **‘Cancel Order’** confirmation pop up box.

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| --- | --- |
| Icon  Description automatically generated | **Please Note**: If choosing **‘Other’** as the **‘Cancellation reason’** you must enter a legitimate reason in the mandatory **‘Other reason’** text box. |



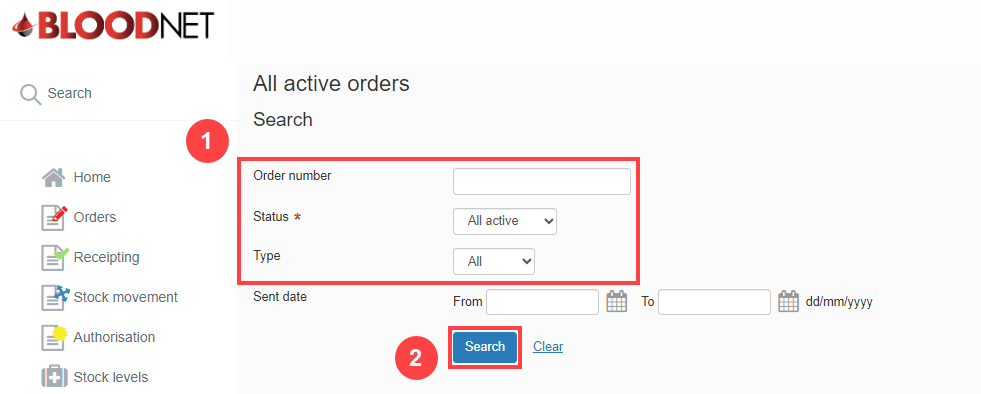
|  |  |
| --- | --- |
| Icon  Description automatically generated | When cancelled, the Order will be removed from the **‘Active orders’** list and relocated to the **‘Recent cancelled orders’** list at the bottom of the **Orders** page. |

**Cancelling an order from the ‘All active orders’ page**

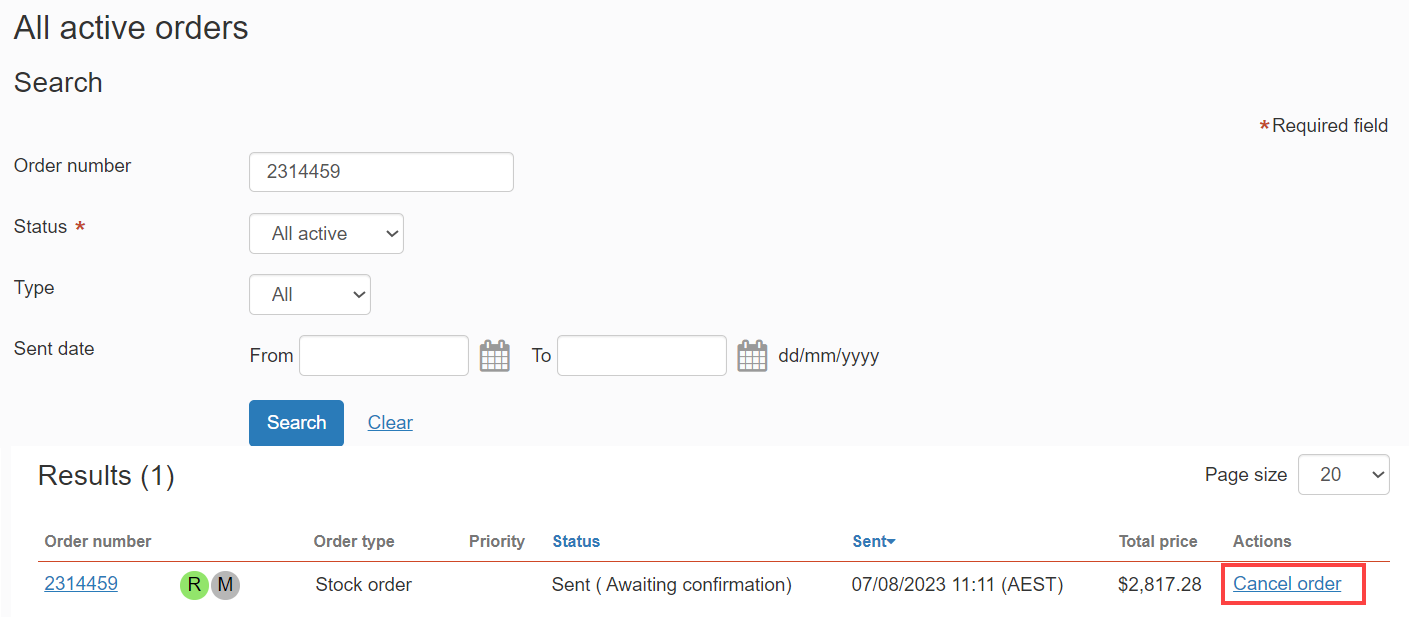
1. Search for the specific order that you wish to cancel by entering the **‘Order number’**, **‘Type’** and **‘Sent date’** (optional) in the search fields.

|  |  |
| --- | --- |
| Icon  Description automatically generated | **Important**: The **’Status’** must be set to **‘All active’**. |

1. Click the **‘Search’** button.

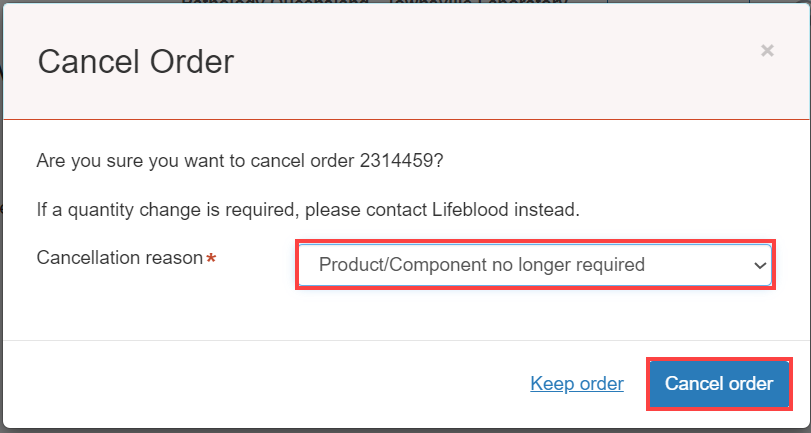


1. Click on the **‘Cancel order’** hyperlink to cancel it.



1. Select the ‘**Cancellation reason**’ from the drop-down and confirm the cancellation by clicking **‘Cancel order’** on the **‘Cancel Order’** confirmation pop up box.

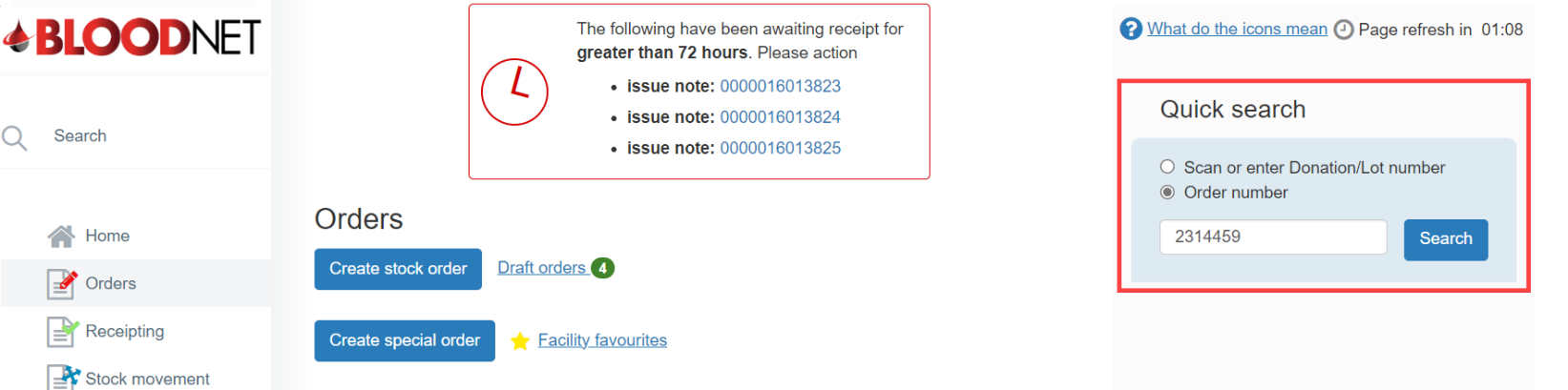
|  |  |
| --- | --- |
| Icon  Description automatically generated | **Please Note**: If choosing **‘Other**’ as the **‘Cancellation reason’** you must enter a legitimate reason in the mandatory **‘Other reason’** text box. |



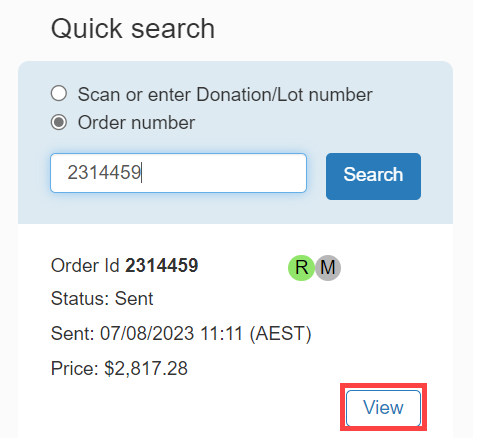
|  |  |
| --- | --- |
| Icon  Description automatically generated | When cancelled, the Order will be removed from the **‘Active orders’** list and relocated to the **‘Recent cancelled orders’** list at the bottom of the **‘Orders’** page. |

**Cancelling an order from the Quick search tool**

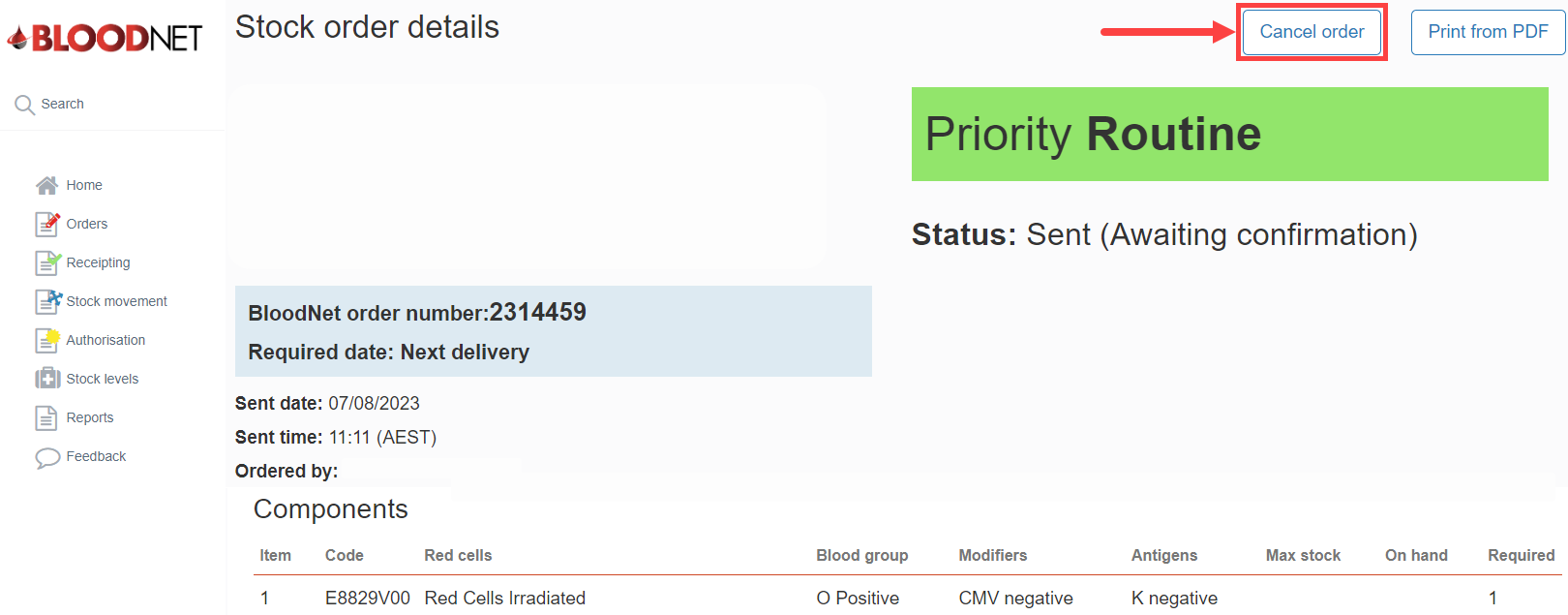
1. From the **‘Quick Search’** tool on the Orders home page select the **‘Order number’** option, enter the order number in the search field and click **‘Search’**.



1. Click the **‘View’** button and this will display the stock/special order details page.

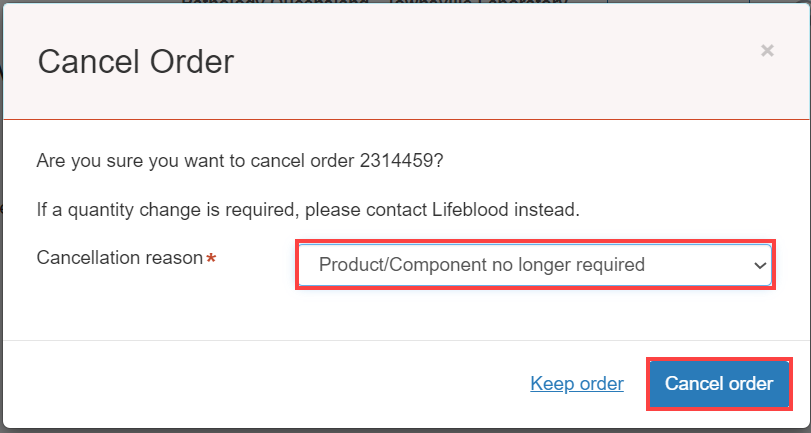


1. Click the **‘Cancel Order’** button on the top right of the ‘order details’ page.



1. Select the ‘**Cancellation reason**’ from the drop-down and confirm the cancellation by clicking **‘Cancel order’** on the **‘Cancel Order’** confirmation pop up box.

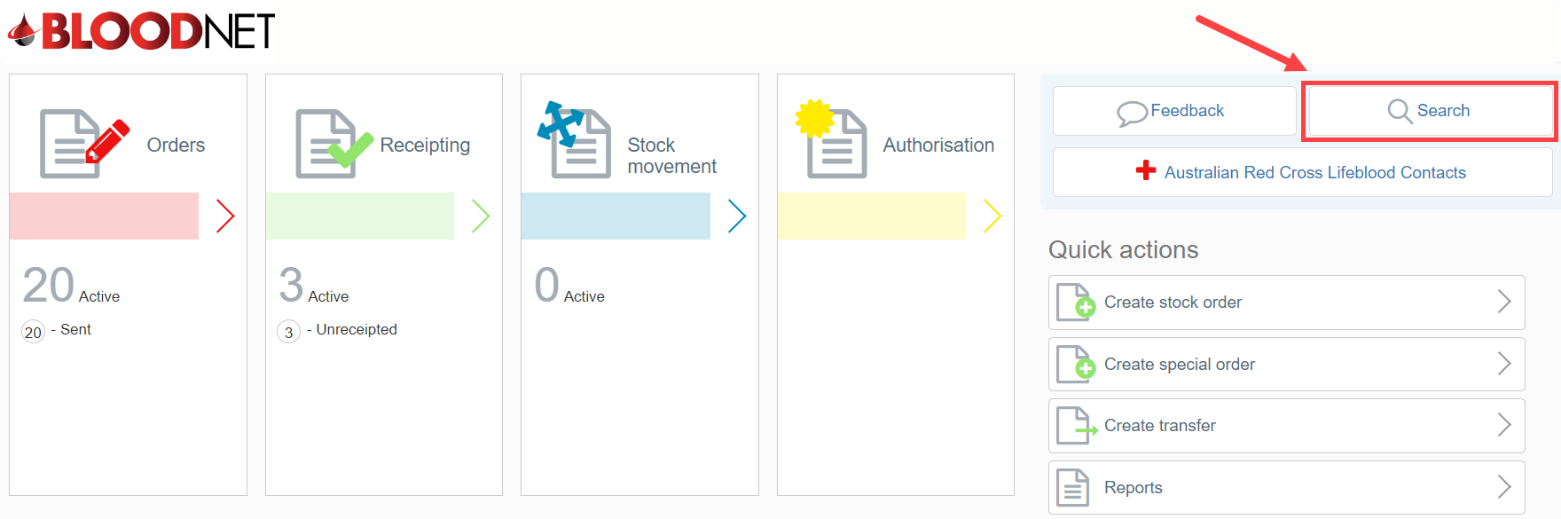
|  |  |
| --- | --- |
| Icon  Description automatically generated | **Please Note**: If choosing **‘Other’** as the **‘Cancellation reason’** you must enter a legitimate reason in the mandatory **‘Other reason’** text box. |



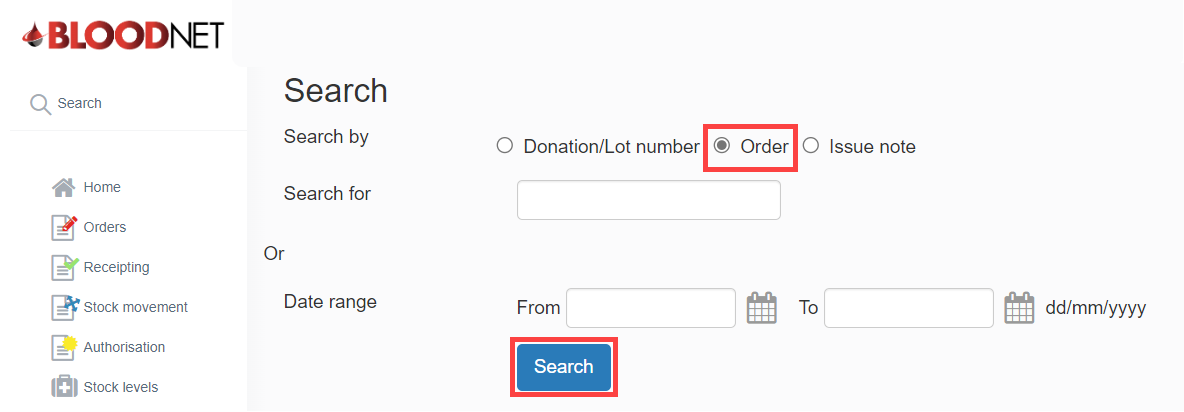
|  |  |
| --- | --- |
| Icon  Description automatically generated | When cancelled, the Order will be removed from the **‘Active orders’** list and relocated to the **‘Recent cancelled orders’** list at the bottom of the **‘Orders’** page. |

**Cancelling an order from the BloodNet homepage**

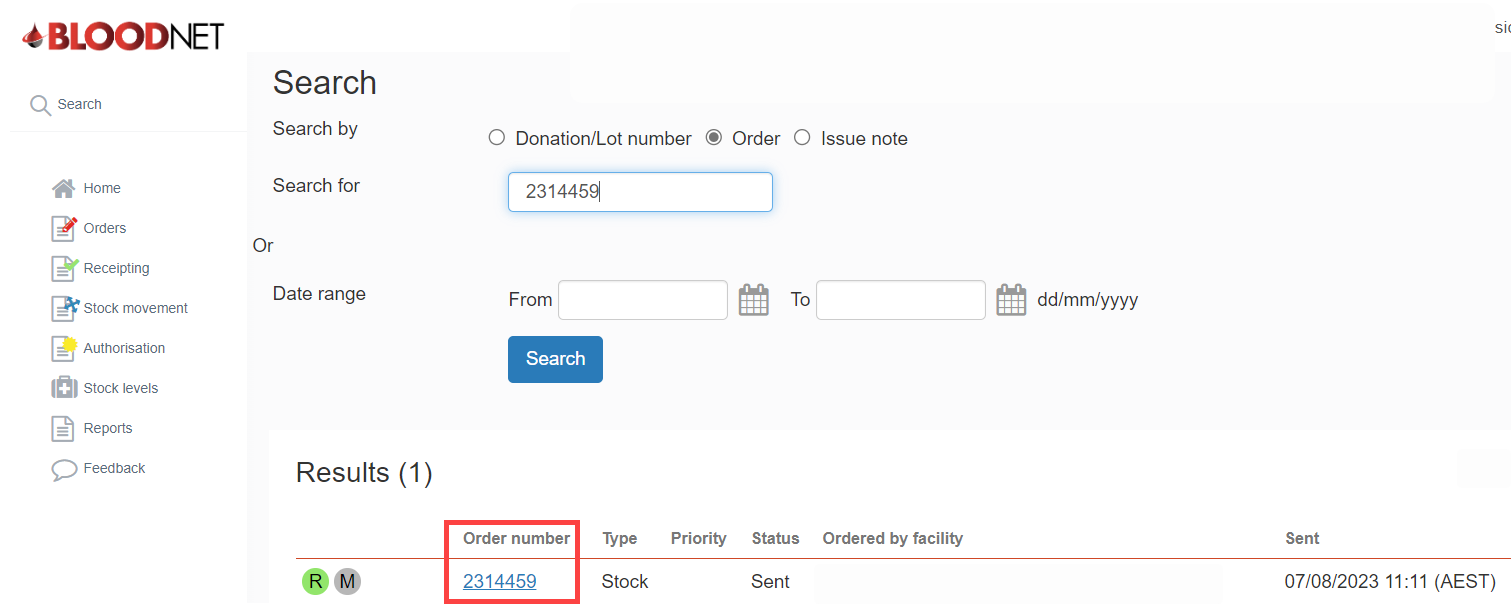
1. Click the **‘Search’** button on the BloodNet home page.



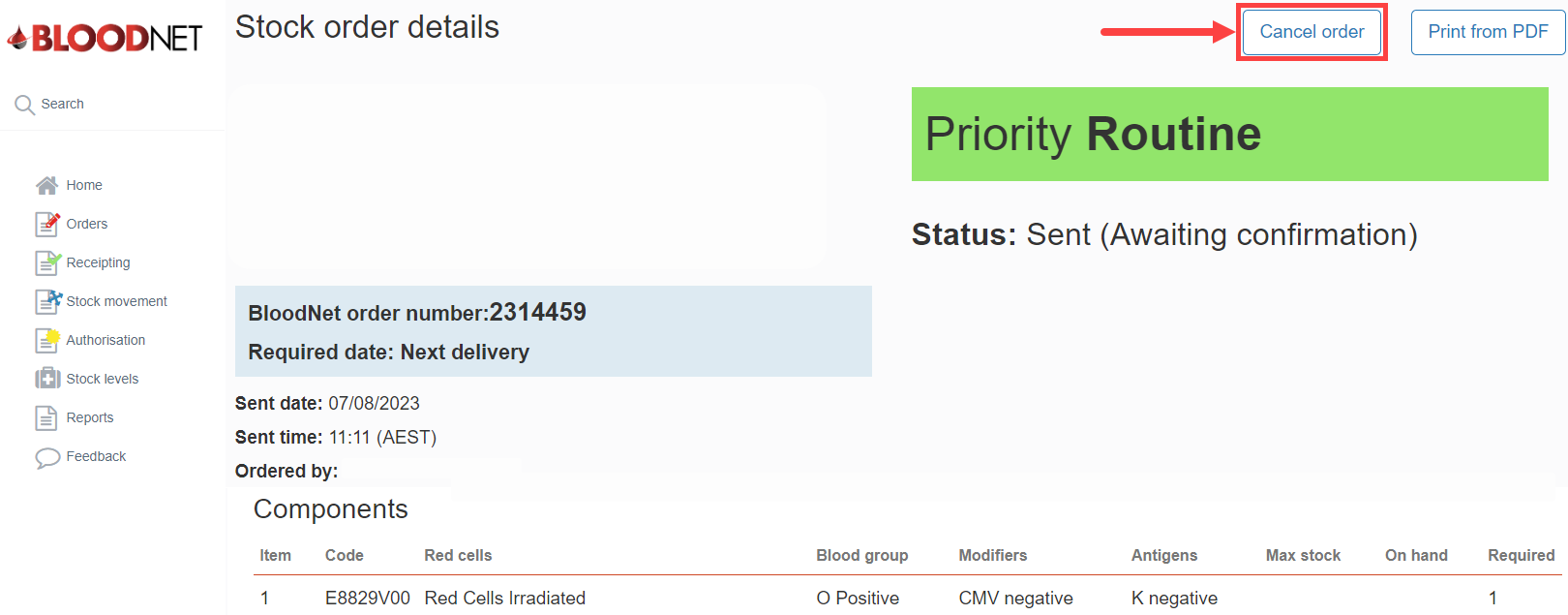
1. From the **‘Search’** page search by ‘Order’ and enter the order number in the **‘Search for’** field or alternatively by **‘Date Range’** available for ‘Order’ and ‘Issue note’ searching.



1. Click the **‘Order number’** hyperlink to open the order details page.

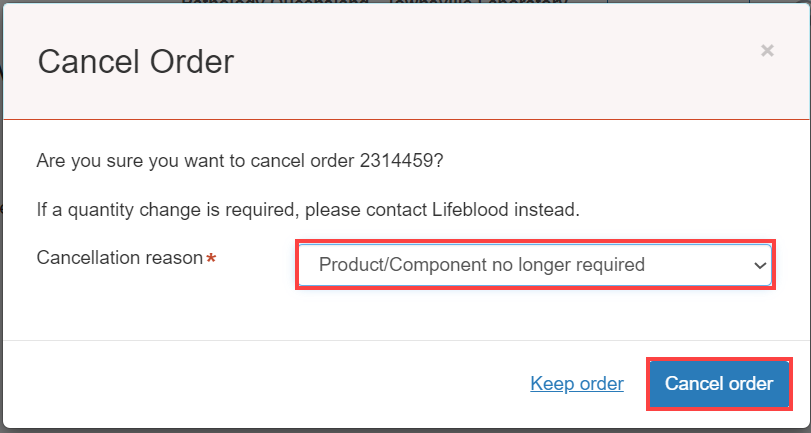


1. Click the **‘Cancel Order’** button on the top right of the ‘order details’ page.



1. Select the ‘**Cancellation reason**’ from the drop-down and confirm the cancellation by clicking **‘Cancel order’** on the **‘Cancel Order’** confirmation pop up box.

|  |  |
| --- | --- |
| Icon  Description automatically generated | **Please Note**: If choosing **‘Other’** as the **‘Cancellation reason’** you must enter a legitimate reason in the mandatory **‘Other reason’** text box. |



|  |  |
| --- | --- |
| Icon  Description automatically generated | When cancelled, the Order will be removed from the **‘Active orders’** list and relocated to the **‘Recent cancelled orders’** list at the bottom of the **‘Orders’** page. |