

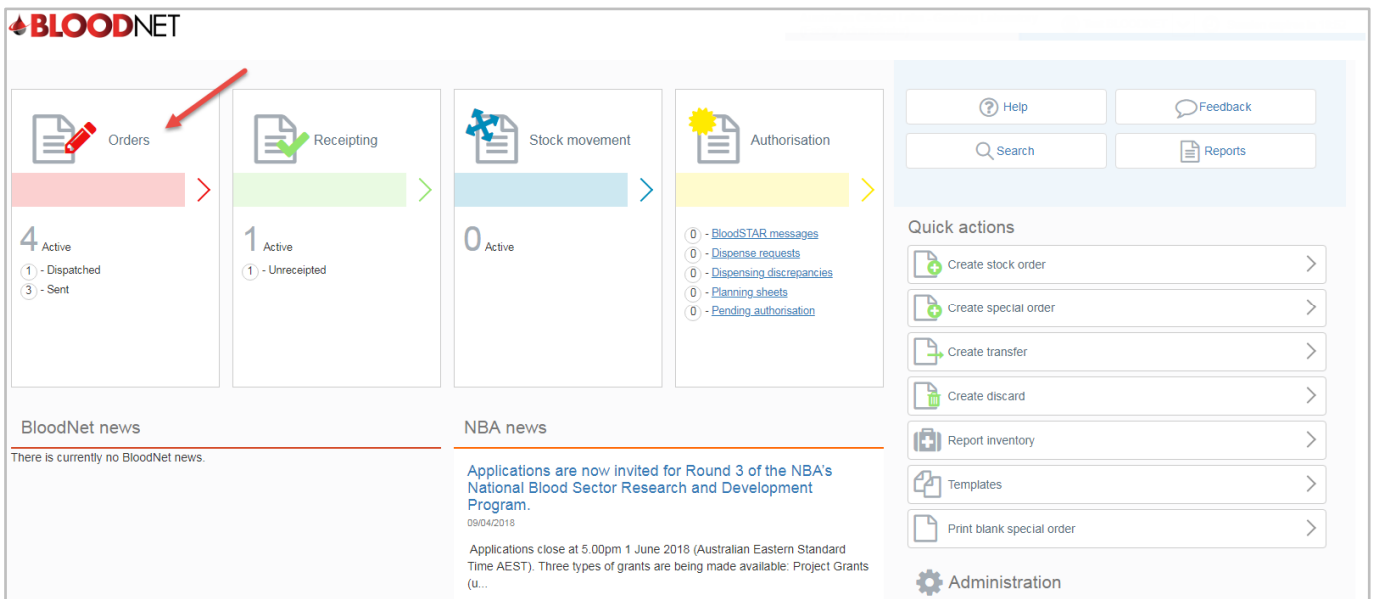
## Cancelling an Order – Tip sheet

Perform the following procedure to Cancel an Order in BloodNet:



**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.



2. Orders can be located using one of four ways:

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

**BLOODNET**

Search

Home **1**

**Orders**

Receiving

Stock movement

Authorisation

Stock levels

Reports

Feedback

**Orders**

Create stock order **Draft orders 4**

Create special order **★ Facility favourites**

**Active orders**

**2** [All active orders >](#)

- Special order: 2314455 Sent (Awaiting confirmation) R P F M
- Stock order: 2314454 Sent (Awaiting confirmation) R P F M
- Special order: 2314453 Sent (Awaiting confirmation) R P F M
- Special order: 2314452 Sent (Awaiting confirmation) R P F M

The following have been awaiting receipt for **greater than 72 hours**. Please action

- issue note: 0000016013823
- issue note: 0000016013824
- issue note: 0000016013825

**3** Quick search

Scan or enter Donation/Lot number  **Search**

Order number

**4** What do the icons mean Page refresh in 00:12

**BLOODNET**

Feedback **4** Search

Australian Red Cross Lifeblood Contacts

**Quick actions**

- Create stock order >
- Create special order >
- Create transfer >
- Reports >

**Orders**

20 Active

20 - Sent

**Receiving**

3 Active

3 - Unreceipted

**Stock movement**

0 Active

**Authorisation**

## labelling="Section-Header">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.

The following have been awaiting receipt for greater than 72 hours. Please action

- issue note: 0000016013823
- issue note: 0000016013824
- issue note: 0000016013825

What do the icons mean Page refresh in 01:17

Quick search

Scan or enter Donation/Lot number Order number

Search

Orders

Create stock order Draft orders 4

Create special order Facility favourites

Active orders All active orders >

Special order: 2314455 Sent (Awaiting confirmation) R P F M

Stock order: 2314454 Sent (Awaiting confirmation) R P F M

Sent: 31/07/2023 11:35 (AEST)  
Required: Next delivery run  
Distribution site: Lifeblood - Townsville  
Quantity: 80  
Total price: \$28,695.10

Cancel order Print from PDF View details

Special order: 2314453 Sent (Awaiting confirmation) R P F M

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



**Please Note:** If choosing **'Other'** as the **'Cancellation reason'** you must enter a legitimate reason in the mandatory **'Other reason'** text box.

Cancel Order

Are you sure you want to cancel order 2314455?

If a quantity change is required, please contact Lifeblood instead.

Cancellation reason \* Duplicate order

Keep order Cancel order



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.

## labelling="Section-Header">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.



**Important:** The 'Status' must be set to 'All active'.

2. Click the 'Search' button.

**BLOODNET**

Search

All active orders

Search

1

Order number

Status \*

Type

Sent date From  To  dd/mm/yyyy

2  [Clear](#)

2. Click on the 'Cancel order' hyperlink to cancel it.

All active orders

Search

\*Required field

Order number

Status \*

Type

Sent date From  To  dd/mm/yyyy

[Clear](#)

Results (1) Page size

Order number	Order type	Priority	Status	Sent	Total price	Actions
<a href="#">2314459</a>	<span style="color: green;">R</span> <span style="color: grey;">M</span> Stock order		Sent ( Awaiting confirmation)	07/08/2023 11:11 (AEST)	\$2,817.28	<input type="button" value="Cancel order"/>

3. Select the 'Cancellation reason' from the drop-down and confirm the cancellation by clicking 'Cancel order' on the 'Cancel Order' confirmation pop up box.



**Please Note:** If choosing 'Other' as the 'Cancellation reason' you must enter a legitimate reason in the mandatory 'Other reason' text box.

### Cancel Order ✕

Are you sure you want to cancel order 2314459?

If a quantity change is required, please contact Lifeblood instead.

Cancellation reason \*

[Keep order](#)



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.

## labelling 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'.

2. Click the 'View' button and this will display the stock/special order details page.

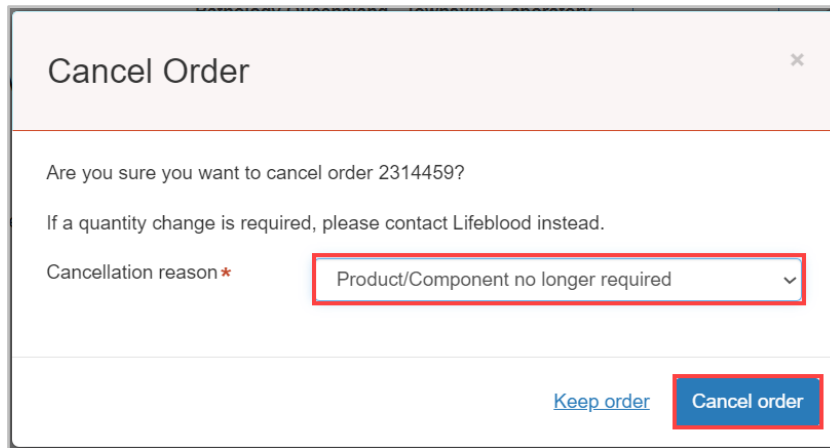
3. Click the 'Cancel Order' button on the top right of the 'order details' page.

Item	Code	Red cells	Blood group	Modifiers	Antigens	Max stock	On hand	Required
1	E8829V00	Red Cells Irradiated	O Positive	CMV negative	K negative			1

4. Select the 'Cancellation reason' from the drop-down and confirm the cancellation by clicking 'Cancel order' on the 'Cancel Order' confirmation pop up box.



**Please Note:** If choosing 'Other' as the 'Cancellation reason' you must enter a legitimate reason in the mandatory 'Other reason' text box.



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.

## Canceling an order from the BloodNet homepage

1. Click the 'Search' button on the BloodNet home page.

2. 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.

3. Click the 'Order number' hyperlink to open the order details page.

Order number	Type	Priority	Status	Ordered by facility	Sent
<a href="#">2314459</a>	Stock		Sent		07/08/2023 11:11 (AEST)



4. Click the **'Cancel Order'** button on the top right of the 'order details' page.

Item	Code	Red cells	Blood group	Modifiers	Antigens	Max stock	On hand	Required
1	E8829V00	Red Cells Irradiated	O Positive	CMV negative	K negative			1

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

**Please Note:** If choosing **'Other'** as the **'Cancellation reason'** you must enter a legitimate reason in the mandatory **'Other reason'** text box.

Cancel Order

Are you sure you want to cancel order 2314459?

If a quantity change is required, please contact Lifeblood instead.

Cancellation reason \*

[Keep order](#) [Cancel order](#)

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.