



**Order Management:
Canceling Recurring Orders**

v 1.0

Canceling a Recurring Order

To begin the process of Canceling a Recurring Order, navigate to the following:

Customer > Customer Search > Customer Record

The Recurring Order section is located in the upper right corner of the screen as shown below:

The screenshot shows the 'Customer Summary' page for Lee Rowell. The 'Recurring Orders' section is highlighted with a red box. It contains a table with the following data:

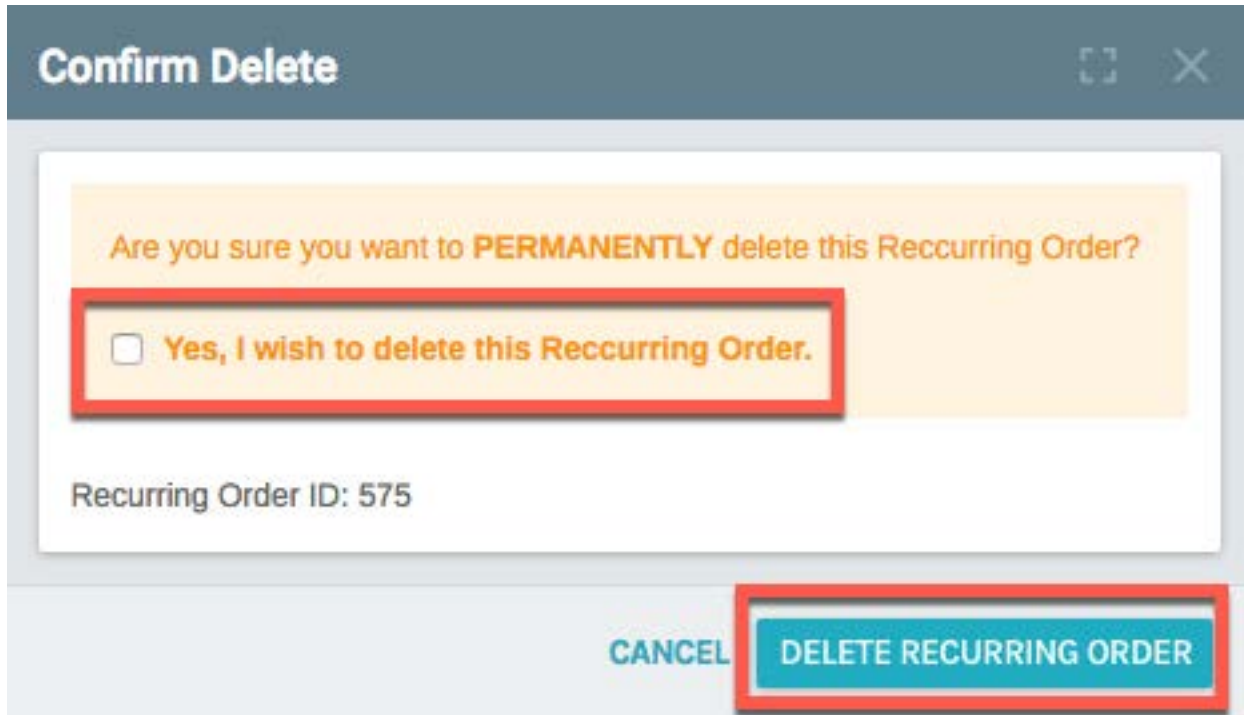
ID	LAST	NEXT	SUBTOTAL	FREQUENCY	PAY METHOD	CDR	
6	4/7/2017	5/7/2017	\$500.00	Monthly	Customer	---	VIEW

Below the table is an 'ADD NEW RECURRING ORDER' button. Other sections visible include 'Notes', 'Accounting', and 'Payment'.

To Cancel a Recurring Order, click on the appropriate Recurring Order. The following window will be displayed:

This screenshot is identical to the one above, showing the 'Customer Summary' page for Lee Rowell. The 'Recurring Orders' section is highlighted with a red box, displaying the same table with one recurring order (ID 6) and an 'ADD NEW RECURRING ORDER' button.

To Cancel the Recurring Order, click on the Red 'X'. The following window will be displayed:



Confirm Delete

Are you sure you want to **PERMANENTLY** delete this Recurring Order?

Yes, I wish to delete this Recurring Order.

Recurring Order ID: 575

CANCEL **DELETE RECURRING ORDER**

To Cancel the Recurring Order, click the checkbox and then click "Delete Recurring Order".

Go back to the Customer Record to confirm the action completed successfully:

Recurring Orders						
ID	LAST	NEXT	SUBTOTAL	FREQUENCY	PAY METHOD	CCN
6	4/7/2017	5/7/2017	\$500.00	Monthly	Customer	---- VIEW
ADD NEW RECURRING ORDER						
Canceled Recurring Orders						
ID	LAST	SUBTOTAL	CANCELLED	BY		
575		\$209.95	8/15/2017	leer	VIEW	

The screen should now have a new section for "Canceled Recurring Orders" as shown above.

This completes the Recurring Order Cancellation Process.