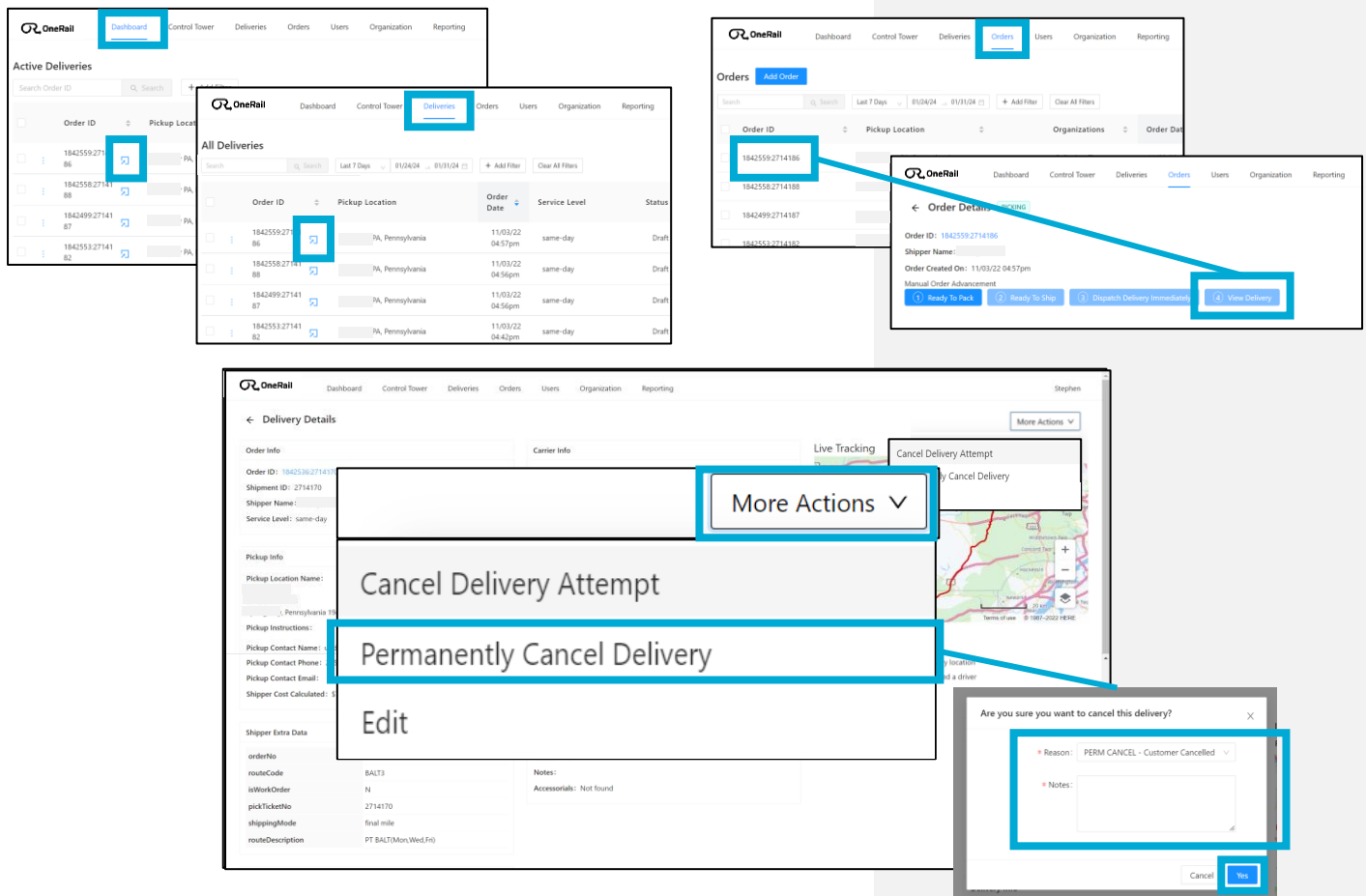


Delivery Management

Permanently Cancel an Order

When trying to permanently cancel an order or cancel any active deliveries associated with an order, select the order you would like to cancel from the Dashboard, Delivery or Orders navigation tab and continue to the Delivery Details page.



From the Dashboard or Deliveries pages:

1. Select the beside the shipment number to cancel.

From the Orders page,

1. Select the order and select **View Delivery**.
2. Select the "More Actions" button located at the top right corner.
3. Select **Permanently Cancel Order**.
4. Select the reason from the dropdown box and enter a brief note to record as much information as possible for future reference.
5. Select **Yes** to cancel the order.