Job Aid: Cancelling a Saved Cart

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Cancelling a Saved Cart - Overview

The Repair Order Portal allows a user to cancel a previously saved cart. Cancelling the cart, cancels the in-process repair order. Saved carts are automatically cancelled after thirty (30) days. If the user determines that the repair order does not need to be submitted, it is advisable to cancel a pending cart.

**NOTE:** Although saved carts are accessible by any member of the user’s organization, only the user who created the cart can cancel it.

*The following information outlines how to cancel a saved cart*
Cancelling a Saved Cart – Searching

If a cart was previously saved and the user no longer needs to submit the repair order, the saved cart can be cancelled. The following steps outline the process to cancel a saved cart:

Step 1: Access the Repair Orders tab

Step 2: Select the saved cart from the list or conduct a search for the cart

Step 3: Click on [CANCEL]

If the saved cart does not display, utilize the Filter Type and Filter Value fields to search for a saved cart.
Cancelling a Saved Cart – **Confirm**

A cancellation confirmation pop-up displays

**Step 4:** Click on **OK**
Cancelling a Saved Cart – Complete

The Repair Orders tab > Saved Repair Orders screen refreshes. The cancellation process is complete and the cart no longer displays in the Saved Repair Orders screen.

The cancelled cart does not display.