

Order cancellation reasons

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An order cancellation reason is a named reference value that identifies why an order was cancelled. A reference list is a maintained list of named values. This list sits with the sales configuration lists for the cancelled-order stage.

If you need to...	Go to
Open the list	Find the order cancellation reasons list
Understand the field	Understand the list and entry form
Add, change, or remove a reason	Add, change, and remove a reason
Resolve a message	When maintenance does not succeed
Maintain the other cancellation-reasons list	Cancellation reasons
Continue with order work	Orders

Before you start

The order cancellation reasons list is a reference list, so prepare access to the sales configuration area before you maintain a value.

Prerequisites

Before you start	What to expect
Sign in	The page is protected by signed-in access.
Have the required subscription feature	The list and its configuration controls appear when the subscription includes the configured feature.

Before you start	What to expect
Check the available actions	New , the row edit action, and the row delete action depend on the page configuration and available permissions.

When these conditions are in place, find the page headed **Order Cancellation Reasons**.

Find the order cancellation reasons list

The order cancellation reasons list is the sales configuration page whose heading reads

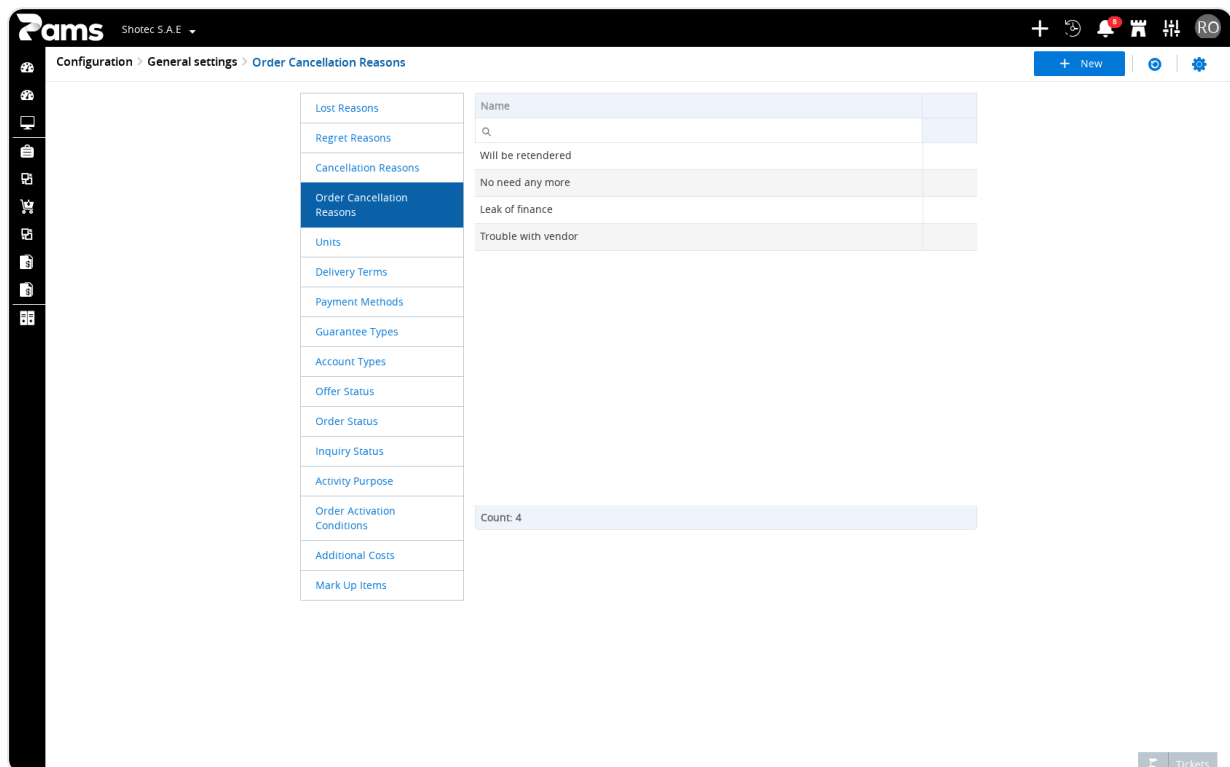
Order Cancellation Reasons.

Prerequisites

- You are signed in.

Steps

1. Open the order cancellation reasons page from the sales configuration area.



Result: The **Order Cancellation Reasons** list opens with the **Name** column and the configured rows.

Understand the list and entry form

The list uses one reader-facing field: **Name**. It is the value you maintain for each order cancellation reason, and it appears as the visible list column and in the add/edit form.

Screen area	What you use	Rule
List	Name column	The list displays the configured reasons in rows.
Add/edit form	Name	Enter a value before saving; the field is required.
Other record details	No additional entry fields	The screen does not ask you to enter the hidden record attributes.

After identifying the **Name** field, continue to the maintenance procedure.

Add, change, and remove a reason

Maintaining this list means adding a new reason, changing an existing **Name**, removing a reason, or exporting the list.

Prerequisites

- You have opened the order cancellation reasons list.
- You know the name that belongs in **Name**.

Steps

1. Choose the action that matches your task.

If you need to...	Select
Add a reason	New
Change a reason	The edit action for the selected row
Remove a reason	The delete action for the selected row
Export the list	Export

2. Complete the selected action.

If you selected...	Complete the action
New or the edit action for the selected row	Enter the reason in Name , then select Save .
The delete action for the selected row	Select Delete in the delete menu.

If you selected...	Complete the action
The delete menu, but you decided to keep the row	Select Cancel .

Result: A new reason produces `Data saved Successfully` ; an edited reason produces `Data updated Successfully` ; a deleted reason produces `Data Deleted Successfully` ; and an export starts from the list toolbar.

Handle access and list variations

The actions available on this list depend on the page's configuration and access state. Use the action that is visible for your task rather than looking for a hidden action.

What you see	What to do
The list is unavailable	Check that you are signed in and that the subscription includes the configured feature.
New is not shown	Use the existing list actions available to you.
The row edit action is not available	Use the list for review.
The row delete action is not available	Use the list for review.
You are removing the only remaining row	Keep at least one item; the page reports <code>Must have at least one item</code> instead of deleting the last item.

Result: You either continue with the action that is available or keep the existing list unchanged when a page condition prevents the requested action.

When maintenance does not succeed

Use the exact message on screen to choose the correction.

Message	What it means	What to do
<code>Name is required</code>	The Name field has no value.	Enter the reason in Name , then select Save .
<code>Forbidden characters detected. Please remove them and try again.</code>	The value contains a character rejected by the field rule.	Remove the rejected characters from Name , then select Save .

Message	What it means	What to do
Related to Saved data, Can't be deleted	The item is related to saved data.	Keep the item and use the related saved-data process instead of deleting this reference value.
Failed to Delete	The delete operation did not complete.	Review the list and try the delete action again when the item is available for deletion.
Must have at least one item	The list cannot be reduced below one item.	Keep one reason in the list.

The save and update success messages are `Data saved Successfully` and `Data updated Successfully` . The delete success message is `Data Deleted Successfully` .

After correcting a message, return to [Add, change, and remove a reason](#).

Use the maintained reasons in the sales workflow

After maintaining this reference list, continue with [Orders](#) for order work. If you need the separate sales list for non-order cancellation reasons, use [Cancellation reasons](#).