

Find or create an order cancellation reason

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Review and search the cancellation-reason list, then add a clear distinct reason if the required reason is not available.

Before you start

- Permission to view and create or update sales configuration records.
- Use clear, distinct cancellation-reason wording.

Steps

1. **Search** on [Order Cancellation Reasons](#) — Enters a keyword to locate a cancellation-reason record.
2. **Apply filter** on [Order Cancellation Reasons](#) — Applies the current search criteria.
3. **New** on [Order Cancellation Reasons](#) — Starts a new cancellation-reason record.
4. **Ok** on [Order Cancellation Reasons](#) — Confirms the current action or dialog.
5. **Cancel** on [Order Cancellation Reasons](#) — Cancels the current action or dialog.

Result

Cancels the current action or dialog. Confirm this on [Order Cancellation Reasons](#).

Screens involved

Configurations > General Settings > Order Cancellation Reasons