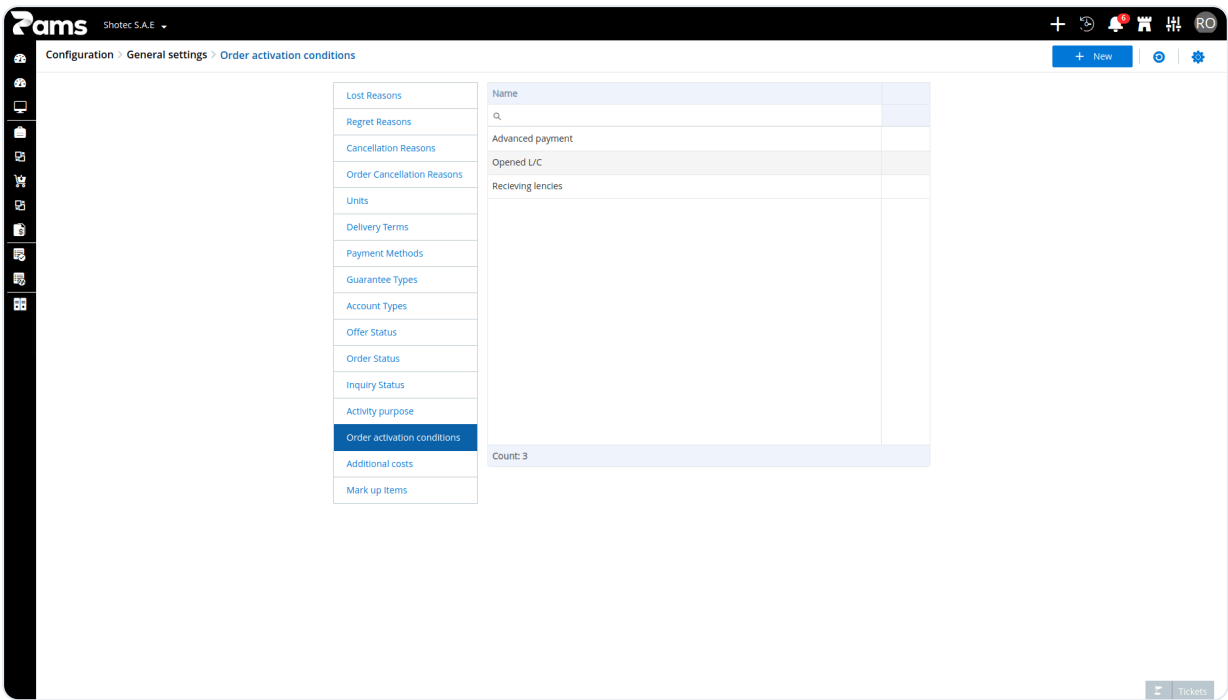


Order Activation Conditions

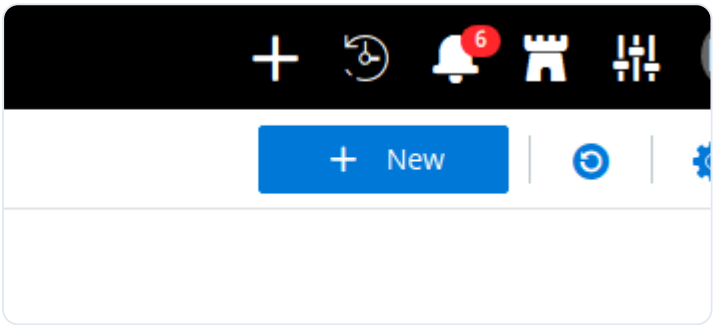
July 29, 2026

Order Activation Conditions

Applications > Configurations > General Settings



Order Activation Conditions — Configurations > General Settings > Order Activation Conditions



Overview

Order Activation Conditions is a General Settings feature used to review and maintain records related to order activation and cancellation decisions. Sales representatives, account managers, project managers, purchasing officers, warehouse managers, and finance officers can use it when they need to locate a condition or reason that affects the handling of an order.

Use this page before relying on an existing condition or reason in an operational process. The available screen exposes a cancellation-reason view, together with search, filter, export, attachment, and record-creation actions.

Settings

Open **Configurations > General Settings > Order Activation Conditions**.

If the application requests credentials, complete the following fields and select **Login**:

Field	Purpose
Enter User Name	Enter your user name.
Enter Password	Enter your password.

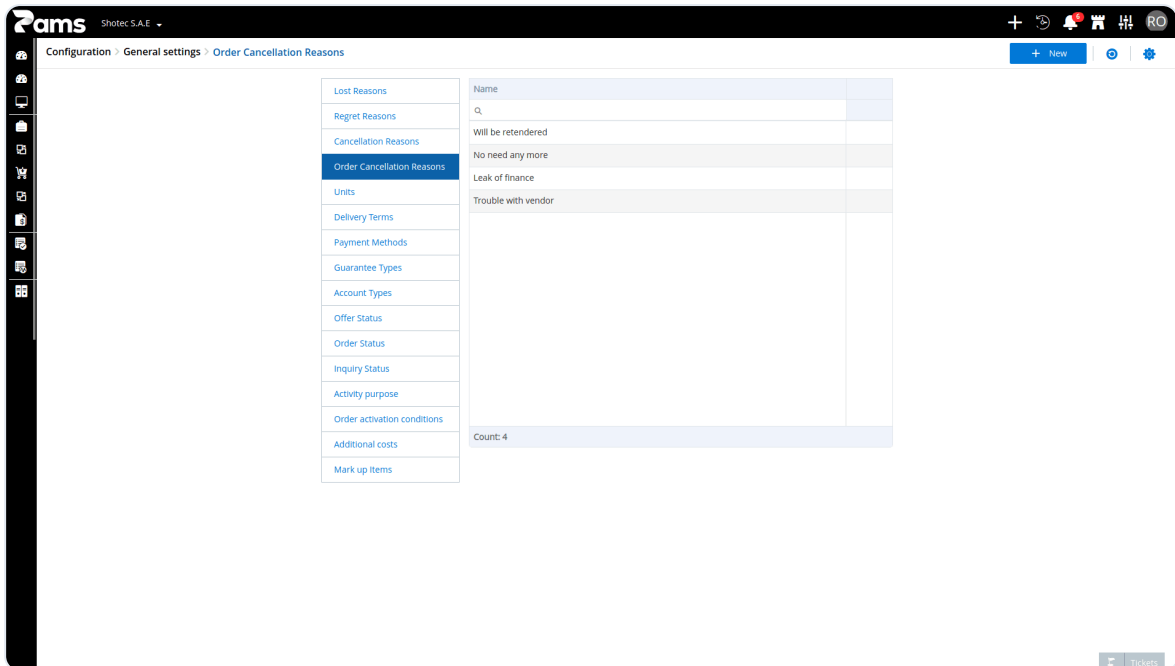
The screen provides the following configuration actions:

Action	Use
New	Start a new order activation condition or related reason record.
Search	Search for records in the current view.
Apply filter	Apply the selected filtering criteria.
Export	Export the records currently available in the view.
Cancel	Cancel the current action or dismiss the current operation.
Ok	Confirm a dialog or action when it is presented.
Attach	Attach a file when an attachment is required for the current record or action.
Tickets	Open the available ticket-related action.

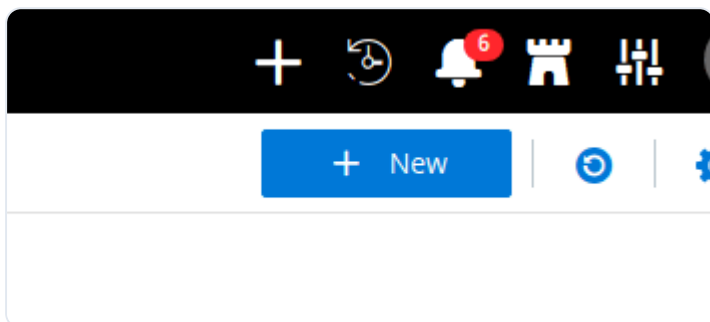
Note: The available screen does not show the fields used to define the content of a new condition or reason. Use **New** only when you are authorized to maintain these records, and complete the fields presented in the subsequent screen or dialog.

Workflow

1. Open **Configurations > General Settings > Order Activation Conditions**. If prompted, enter your credentials in **Enter User Name** and **Enter Password**, then select **Login**.



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2. Decide whether you need to review an existing record or begin a new one.
 - To review existing records, remain in the current view and use **Search** or **Apply filter**.
 - To begin creating a record, select **New**. Complete only the details shown in the resulting screen or dialog, then use **Ok** if confirmation is available.
 - To abandon an unfinished action, select **Cancel**.

3. When locating an existing record, enter a relevant search term in **Search** and apply the search. If filtering options are available, select **Apply filter** to restrict the displayed records before reviewing them.
4. Decide how you need to use the resulting list.
 - Review the displayed records when you only need to confirm that a condition or cancellation reason is available.
 - Select **Export** when you need a copy of the displayed records for operational follow-up or reporting.
 - Use **Attach** only when the current action requires supporting documentation.
 - Use **Tickets** when ticket-related follow-up is available from the page.

Tip: Search before creating a new record. This helps avoid maintaining duplicate condition or cancellation-reason entries.

Order Cancellation Reasons

The **order cancellation reasons** tab contains records used to identify or review reasons associated with cancelling an order. The visible entries are configuration records rather than transactional sales orders; use this tab to locate the appropriate reason or to begin maintaining a new entry through **New**.

The available controls do not identify a button that moves a record into or out of this tab. Therefore, use the tab to view, search, filter, export, or begin a new related record, but do not assume that selecting a reason changes an order's status.

Examples

A finance officer needs to check whether a cancellation-related record is already available before discussing an order that cannot proceed until a commercial requirement has been resolved.

1. The finance officer opens **Configurations > General Settings > Order Activation Conditions** and signs in using **Enter User Name** and **Enter Password**.
2. The officer opens the **order cancellation reasons** tab and enters a search phrase such as `customer request` in **Search**.
3. The officer selects **Apply filter** to narrow the records shown in the tab.

4. If a suitable record is displayed, the officer reviews it and uses that result for the cancellation discussion. If a reportable copy is required, the officer selects **Export**.
5. If no suitable record is found and the officer is authorized to maintain the list, the officer selects **New**. The officer completes the details presented by the system and confirms with **Ok** when available. If the entry should not be created, the officer selects **Cancel** instead.

Tips

Tip: Use **Apply filter** after entering search criteria so that the displayed records are limited to the current review need.

Warning: Do not treat a record in **order cancellation reasons** as proof that an order has been cancelled. The screen does not expose an order status, confirmation action, or cancellation transition.

Note: Use **Export** only after applying the intended search or filter criteria; the exported output reflects the records available in the current view.

Troubleshooting

Symptom	Likely cause	Fix
You cannot access Order Activation Conditions.	Login details may be required or may not have been accepted.	Re-enter Enter User Name and Enter Password , then select Login .
The required condition or cancellation reason does not appear.	The current search or filter may be too restrictive, or no matching record is displayed.	Clear or revise the search criteria, then select Apply filter again.
You started a new record unintentionally.	New was selected before confirming that a new entry was required.	Select Cancel to stop the current action.
The exported list does not contain the expected records.	The current view may have been filtered or searched before export.	Review the active search and filtering criteria, apply the intended criteria with Apply filter , and then select Export again.

Related pages

- [Margin Items](#)
- [Order Cancellation Reasons](#)
- [Configurations — Learning Path](#)
- [Activity Purpose](#)
- [Inquiry Status](#)
- [Lost Reasons](#)
- [Regret Reasons](#)
- [Configurations — Overview](#)
- [2 Factor Authentication](#)
- [Account Managers](#)
- [Branches](#)
- [Flags](#)
- [Frequent Currencies](#)
- [Products](#)
- [Custom Fields](#)