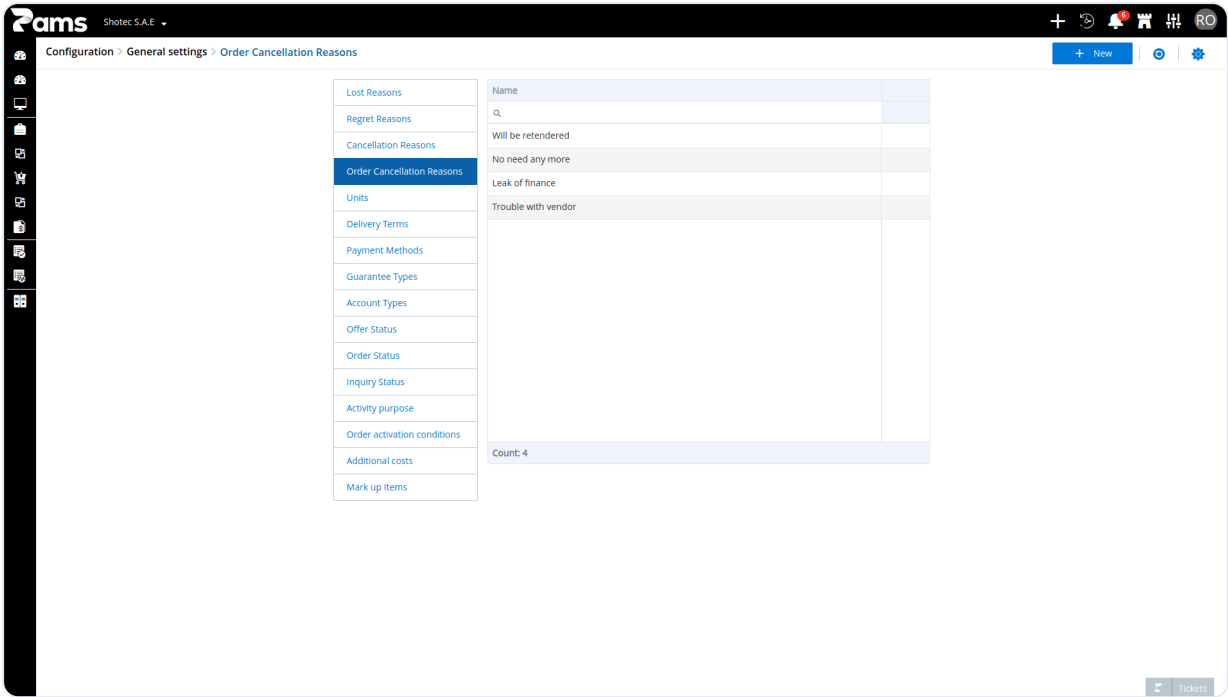


Order Cancellation Reasons

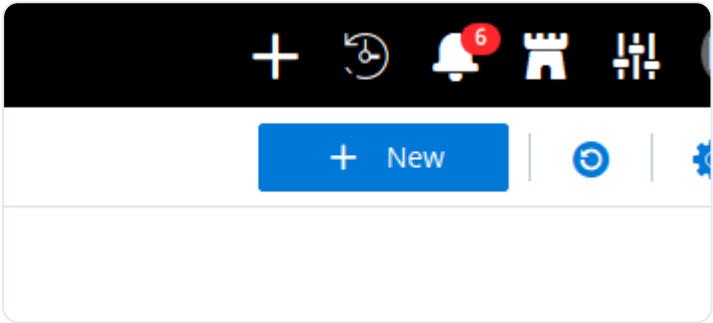
July 29, 2026

Order Cancellation Reasons

Applications > Configurations > General Settings



Order Cancellation Reasons — Configurations > General Settings > Order Cancellation Reasons



Overview

Order Cancellation Reasons is a shared configuration list used to maintain approved commercial classifications for cancelled orders. Sales representatives, account managers, project managers, and finance users can use this list to find an existing reason before requesting or creating a new one. Maintain clear, distinct entries so that cancellation reporting remains consistent.

Settings

Before maintaining cancellation reasons, ensure that you have access to **Applications > Configurations > General Settings > Order Cancellation Reasons** and permission to update the shared configuration list. Use only approved commercial classifications when adding a reason.

The Order Cancellation Reasons screen includes a shared **Search** field for locating entries and a **files[]** field for attachments. The available tab views group the configuration area into related reference sections.

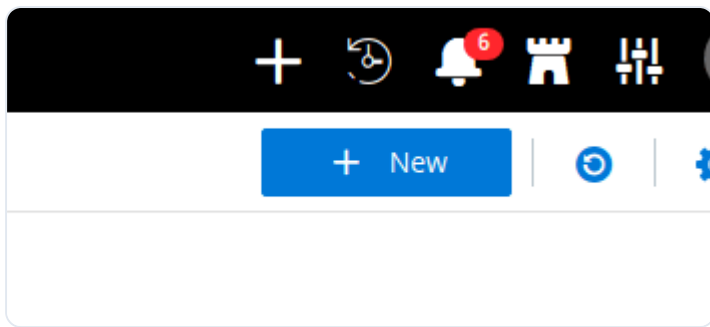
Note: Search the shared list before creating a new entry. Avoid adding different wordings for the same commercial reason.

Account Types

Name	Q	End User	Contractor	Engineering	OEM	Trader
Oil And Services Operation Co						

Count: 6

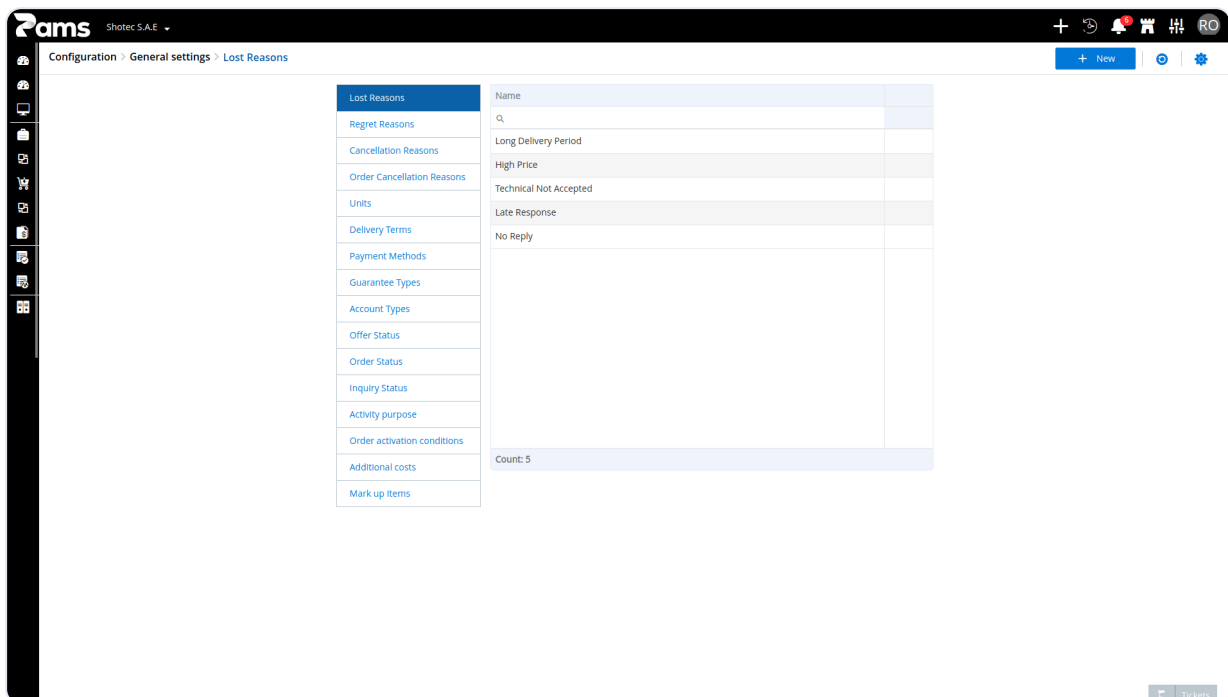
Order Cancellation Reasons — Configurations > General Settings > Order Cancellation Reasons



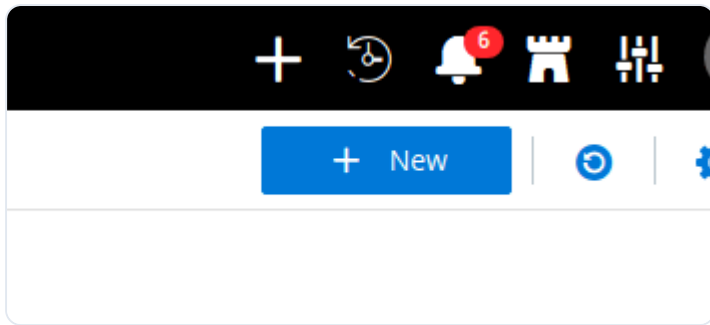
The **account types** tab displays cancellation-reason reference entries within the Account Types configuration section. Use the shared **Search** field to check whether the required commercial classification is already present before creating another entry.

No control is provided for moving a record into or out of this tab. Use the tab to review the entries displayed in this configuration context.

General Settings



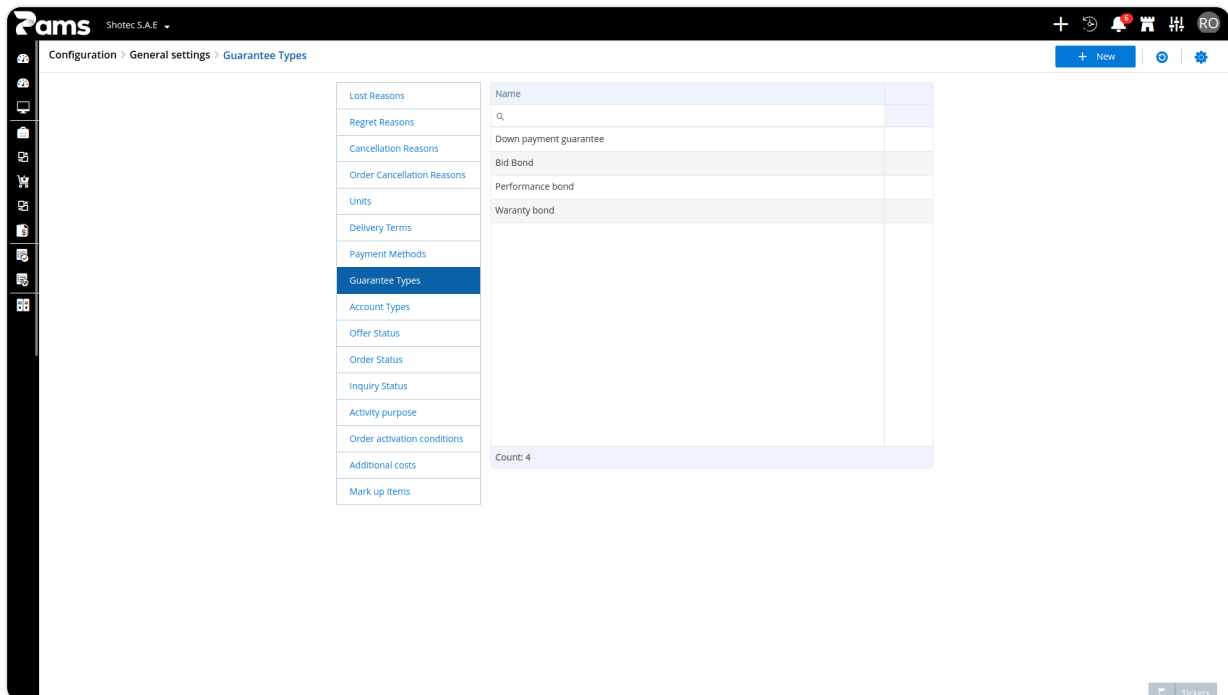
Order Cancellation Reasons — Configurations > General Settings > Order Cancellation Reasons



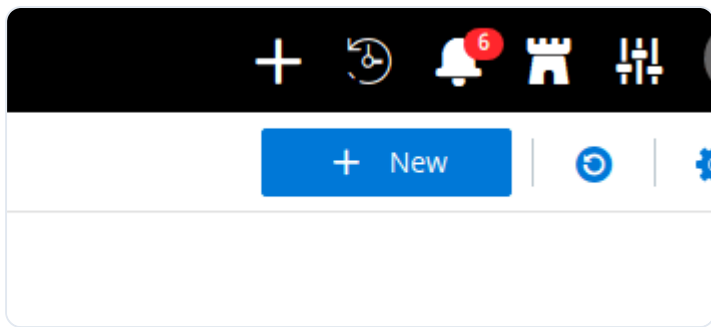
The **general settings** tab displays cancellation-reason reference entries in the General Settings configuration context. This is the relevant area for reviewing the shared list and beginning the creation of a new cancellation-reason record.

Use **Search** and **Apply filter** to locate existing entries. Use **New** only after confirming that an approved, distinct reason does not already exist.

Guarantee Types



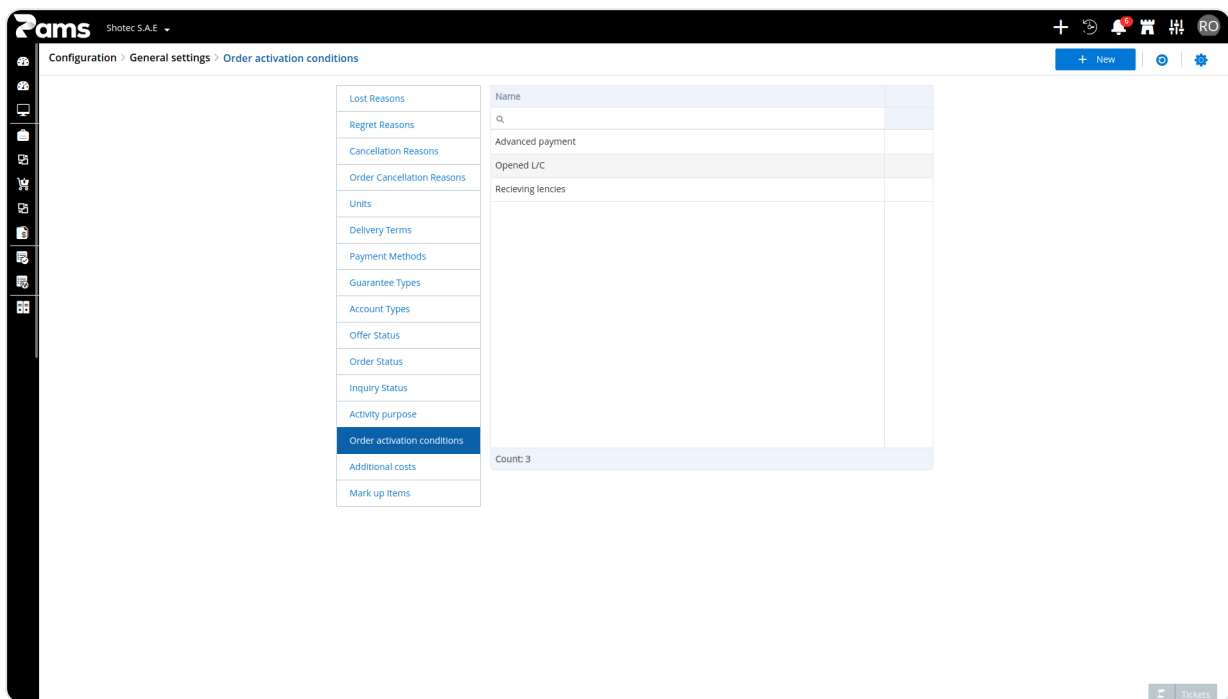
Order Cancellation Reasons — Configurations > General Settings > Order Cancellation Reasons



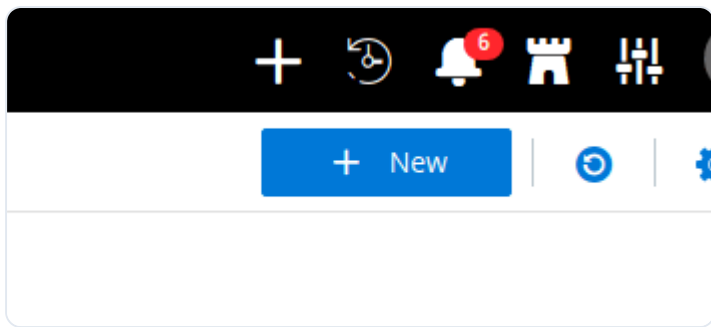
The **guarantee types** tab displays cancellation-reason reference entries associated with Guarantee Types. Review the displayed entries when the cancellation classification needs to be checked alongside commercial or L/G-related configuration information.

The available controls do not specify a record transition into or out of this tab. Use the tab to view and search the records shown there.

Order Activation Conditions



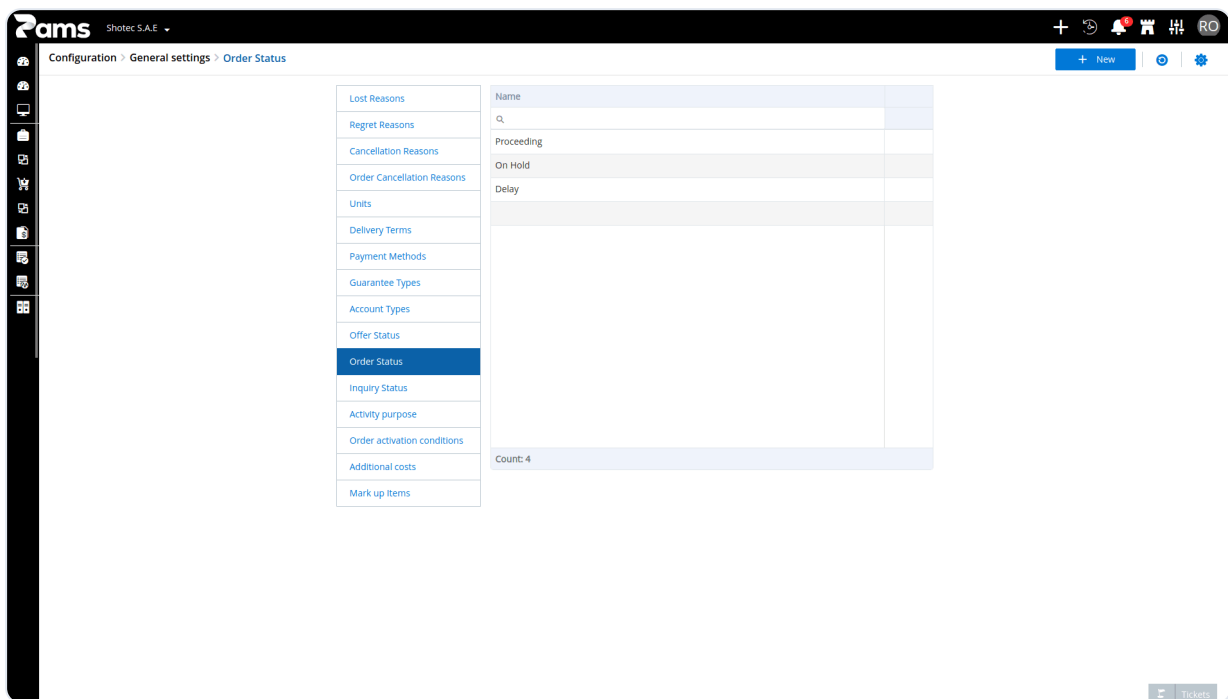
Order Cancellation Reasons — Configurations > General Settings > Order Cancellation Reasons



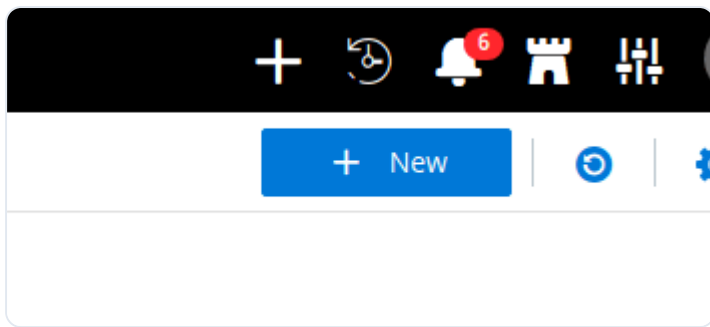
The **order activation conditions** tab displays cancellation-reason reference entries in the Order Activation Conditions configuration context. Use it to review the entries available in this part of the shared configuration area.

The screen provides no documented action for moving records between this tab and another tab. Search the displayed list when checking whether an existing cancellation reason can be reused.

Order Status



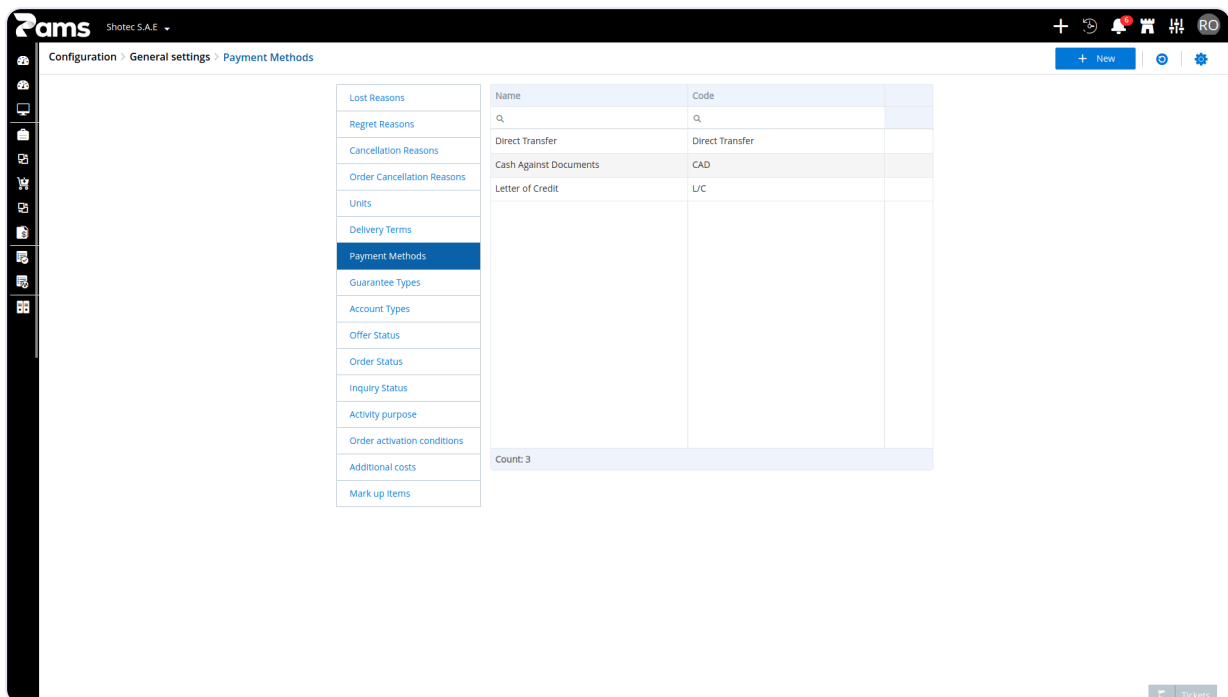
Order Cancellation Reasons — Configurations > General Settings > Order Cancellation Reasons



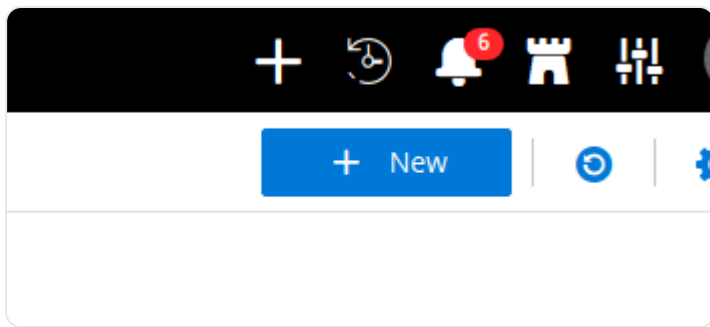
The **order status** tab displays cancellation-reason reference entries in the Order Status configuration context. Use the search and filter controls to locate a reason and confirm its wording before creating a duplicate entry.

No documented control moves a cancellation-reason record into or out of this tab. The tab is used to display and review the relevant records.

Payment Methods



Order Cancellation Reasons — Configurations > General Settings > Order Cancellation Reasons



The **payment methods** tab displays cancellation-reason reference entries in the Payment Methods configuration context. Use this tab when reviewing cancellation classifications alongside payment-method reference information.

No record-movement action is available from the documented controls. You can search the entries shown in the tab and return to the relevant configuration context as required.

Workflow

1. Open **Order Cancellation Reasons** from **Applications > Configurations > General Settings > Order Cancellation Reasons**. Confirm that you have approved information for any new shared commercial classification.
2. **Decision: check whether the reason already exists.** Enter relevant wording in **Search** to locate an existing cancellation reason. Use a distinctive term from the approved reason rather than searching with generic words.
3. Select **Apply filter** to apply the current search criteria and review the matching entries.
 - If an approved, suitable entry is found, use that existing classification. Do not create a duplicate.
 - If no suitable entry is found, continue with the creation decision.
 - If you need to abandon or clear the current search action, select **Cancel**.
4. **Decision: create a new shared reason only when required.** Select **New** to start a cancellation-reason record when the search confirms that no approved, distinct entry is available.
5. Complete the new record using the approved commercial classification provided by your business. The supplied screen information does not identify the fields or confirmation action available after **New**; therefore, verify the record details in the creation view before completing the entry.

Warning: Do not use **New** merely because a search returns no exact wording. First check for equivalent reasons that differ only in punctuation, spelling, or phrasing.

Examples

A sales team needs a shared cancellation reason for orders that will be issued again through a new tender process.

1. Open **Order Cancellation Reasons** from **Applications > Configurations > General Settings > Order Cancellation Reasons**.
2. In **Search**, enter a key term such as `retender`.
3. Select **Apply filter**.
4. Review the returned cancellation-reason entries.
5. If an approved entry for the retender scenario is already available, use the existing entry and do not create another one.
6. If no equivalent approved classification exists, select **New** and begin a new cancellation-reason record using the approved wording supplied by the responsible commercial team.

This process prevents separate entries that describe the same business outcome in different words.

Tips

Tip: Use short, meaningful search terms to find variations of an existing cancellation reason before adding a new entry.

Note: The **files** field is available on the screen for attachments. Add or review attachments only when they are relevant to the cancellation-reason configuration record.

Tip: Use consistent wording for shared commercial classifications so that users can locate reasons reliably across Sales, Purchasing, Finance, and Job Profitability reporting.

Troubleshooting

Symptom	Likely cause	Fix
You cannot find a cancellation reason.	The search term is too specific, or the filter has not been applied.	Enter a broader term in Search , then select Apply filter .
The results do not reflect the search you intended.	An incorrect or unwanted search action is still active.	Select Cancel , then enter the required search text again and select Apply filter .
You are unsure whether to create a new reason.	A similar shared classification may already exist.	Search for equivalent wording and confirm the approved classification before selecting New .
You cannot maintain the list.	Your user account may not have permission to maintain the shared configuration list.	Confirm that you have access to Configurations > General Settings > Order Cancellation Reasons and the required maintenance permission.

Related pages

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