Discover how to cancel individual items, all copies, copies that were not received, and copies that have not been received or invoiced from the One-Time Items screen in WorldShare Acquisitions.

Overview

If you have been notified by a vendor that they cannot supply you with an item that you ordered, or you decided that you no longer want to receive an item that you ordered, you can cancel the item in the system. Canceling an item in WorldShare Acquisitions updates its Order Status to Cancelled, and the money that was encumbered for the item returns to the remaining fund balance.

When canceling an item in WorldShare Acquisitions, you also have the option to request a confirmation of the cancellation from the vendor. If confirmation is requested for an item, its Order Status updates to Cancellation Requested, and the money that was encumbered for the item stays encumbered.

Note: Only when the item is confirmed to be canceled in the system will the money return to the remaining fund balance.

From the One-Time Items screen, you can cancel items, confirm the cancellation, or undo cancellation. You can perform the same operations on the Missing Order Items screen.

1. Cancel items

Follow the instructions below to cancel items from the One-Time Items screen. One-Time items can also be canceled on the Missing Order Items screen.

1. Select the check boxes next to the items you want to cancel. If you want to cancel all items in the table, select the check box at the top of the table.
2. At the top of the screen, click Cancel > Cancel Items.
3. The Cancel Items window appears. If you are unable to cancel any copies you selected, it will be noted here.
4. Determine whether you want to cancel All copies, Copies not received, or Copies not received and not invoiced, and skip to that section of this document.

All copies

Use this option if you want to cancel all the copies you selected. All copies includes copies not received and copies not received and not invoiced.

1. On the Cancel Items window, select All copies.
2. If you are canceling a subscription item, select if you want to Cancel subscription at the end of the subscription.
period or Cancel subscriptions on [date]. If you select the latter, you must enter a date manually, or click the calendar icon to select a date.

3. If you want to notify the vendor about the cancellation and optionally request a confirmation of the cancellation, continue to Notify vendor about cancellation (and request confirmation).

4. Otherwise, click Cancel Items.

5. The copies are canceled in the system and their Order Status changes to Cancelled.

Copies not received

Use this option if you only want to cancel copies that were not received. If any of the copies you selected cannot be canceled, the Copy that Cannot be Canceled accordion will appear. Click the Copy that Cannot be Canceled accordion to view the copies that cannot be canceled and the reason(s) why.

1. On the Cancel Items window, select Copies not received.

2. If you are canceling a subscription item, select if you want to Cancel subscription at the end of the subscription period or Cancel subscriptions on [date]. If you select the latter, you must enter a date manually, or click the calendar icon to select a date.

3. If you want to notify the vendor about the cancellation and optionally request a confirmation of the cancellation, continue to Notify vendor about cancellation (and request confirmation).

4. Otherwise, click Cancel Items.

5. The copies are canceled in the system and their Order Status changes to Cancelled.

Copies not received and not invoiced

Use this option if you only want to cancel copies that have not been received or invoiced. If any of the copies you selected cannot be canceled, the Copy that Cannot be Canceled accordion will appear. Click the Copy that Cannot be Canceled accordion to view the copies that cannot be canceled and the reason(s) why.

1. On the Cancel Items window, select Copies not received and not invoiced.

2. If you are canceling a subscription item, select if you want to Cancel subscription at the end of the subscription period or Cancel subscriptions on [date]. If you select the latter, you must enter a date manually, or click the calendar icon to select a date.

3. In the Quantity to Cancel column, indicate how many copies you want to cancel by entering a quantity, or click the up and down arrows to select a number.

4. If you want to notify the vendor about the cancellation and optionally request a confirmation of the cancellation, go to Notify vendor about cancellation (and request confirmation).

5. Otherwise, click Cancel Items.

6. The copies are canceled in the system and their Order Status changes to Cancelled.

2. Confirm cancellation

1. On the left navigation, click Orders > One Time Items.

2. Click Search to view all one time order items.
3. Select the **check boxes** next to the items you want to confirm are canceled. If you want to confirm the cancellation of all items in the table, select the **check box** at the top of the table.

4. At the top of the screen, click **Cancel > Confirm Cancellation**.

5. On the Confirm Cancellation window, click **Confirm Cancellation**.

6. The copies are canceled in the system and their Order Status changes to Cancelled.