

## CANCEL AN ORDER

To cancel a MacBuy purchase order that has not been delivered, first **contact the Supplier** to cancel the item in their system. Next, notify MACBUY Help Desk using a PO Comment:

1. Open the Purchase Order: in the **Quick Search** field, enter the PO number, click on the search icon, then click the PO link.

The screenshot shows a 'Quick Search (Alt+Q)' interface. At the top, there is a search bar with the text 'MB00004003' and a dropdown menu set to 'All'. Below the search bar, there are two sections: 'Requisitions' and 'Purchase Orders'. Under 'Requisitions', the number '3282624' is listed. Under 'Purchase Orders', the number 'MB00004003' is listed. Red arrows indicate the search process: one arrow points from the search bar to the 'All' dropdown, and another arrow points from the 'Purchase Orders' section to the 'MB00004003' link.

2. Click on the Purchase Order link, and from the drop-down select **Add Comment**.

The screenshot shows the 'Purchase Order' details page for 'MB00004003 Revision 0'. The page has tabs for 'Status', 'Summary', 'Revisions' (with a red circle containing the number '1'), and 'Confirmations'. A dropdown menu is open, showing options: 'Add Comment', 'Create Change Request', and 'Add Notes to History'. The 'Add Comment' option is highlighted.

Add the MACBUY Help Desk email address to the comment by clicking **Add Recipient**.

Add in the comment section reason, as well as add the email or note that you have contacted and cancelled the PO with the supplier. Click **>Add Comment** and the comment will be added to the PO, and a notification will be sent to MacBuy Help to process your request.

The screenshot shows the 'Add Comment' dialog box. It has a title bar with 'Add Comment' and a close button. The main text area contains the following text: 'This will add a comment to the document. If you select a user they will receive an email indicating that a comment has been added to the document.' Below this, there is a section for 'Email notification(s) | Add recipient' with a checkmark and the text 'Kari Wright (Prepared by, Prepared for) <wrighk18@mcmaster.ca>'. The main comment text area contains: 'Please cancel PO - Email confirmation attached that supplier has been informed. Thank you'. Below the text area, there is a character count '910 characters remaining' and links for 'expand' and 'clear'. There is also an 'Attach file (optional)' section with 'Attachment Type' set to 'File' (radio button selected) and 'Link/URL' (radio button unselected). Below this, there is a 'File Name' input field and a 'File' section with a 'Choose File' button and a file named 'TEST INVOICE.docx'. At the bottom, there are 'Add Comment' and 'Close' buttons.