



I am trying to cancel a shift but it won't let me

A 'worked' shift cannot be cancelled. This means that there is a completed timesheet associated with this shift.

Within a vacancy or candidate diary, if you right click on the shift that is showing as worked then there will be no option to cancel.

Looking at the Shifts view from the Temp Desk, filter and then click on the shift in question to select it. View the details below. If it is showing as State WORKED then it means there is a timesheet. Click on Expand Timesheet and use the Cancel / Correct facility. See [Editing Timesheets](#) for more information.

The screenshot shows the iqx Shifts interface. At the top, there's a header bar with the iqx logo and navigation icons. Below this is a filter bar with a dropdown for 'Desk' (set to 'Health - shifts desk'), a date range 'From' (26/01/2015) to 'Today', and a 'State' section with checkboxes for 'Unfilled', 'Confirmed', 'Worked', 'Provisional', and 'Cancelled'. The 'Worked' checkbox is checked. To the right of the filter bar are buttons for 'Filter Shifts', 'Add Shifts', and 'Bulk Cancel Unfilled'. Below the filter bar is a table of shifts. The table has columns: Temp, Company, Vacancy, Date, From, To, Break, Description, Our Ref., Their Ref., Essential Skill(s), Grade, and Note. The first row is selected, showing details for Barbara Kirkup at ABBA Ltd. Below the table is a 'Details' section with tabs for 'Details', 'Quick Fill', 'Short List', and 'Cascade History'. The 'Details' tab is active, showing a list of fields on the left and their values on the right. The fields include: Fill, Expand Vacancy, Cancel, Expand Temp, Cascade Now, Expand Timesheet, Move Shift, State (Worked), Temp (Barbara Kirkup), Company (ABBA Ltd), Vacancy (Test group 1), Date (Tue 27/01), From (08:00), To (14:00), Break (20), Description (Critical Early), Our Ref. (11582), Their Ref., Essential Skill(s), Grade, Note, Ordered By, Analysis Code, Client Note, Next Cascade Due, Cascade Count (0), Shift Type (Earliest MBS), Consultants, Order Reason, Cancel Details, Cancel Reason, Reference Required, Client Must Confirm, Temp Must Confirm, Client Confirmed, Temp Confirmed, Confirmed With, Minutes Required, Recovery Hours, Moveable, and Secondary Agency.

Temp	Company	Vacancy	Date	From	To	Break	Description	Our Ref.	Their Ref.	Essential Skill(s)	Grade	Note
Barbara Kirkup	ABBA Ltd	Test group 1	Tue 27/01	08:00	14:00	20	Critical Early	11582				
Lora Jean Burke	City of Edinburgh Co...	Clovenstone:Support...	Mon 30/03	08:00	16:00	60	Standard dat	9054			2	
Lora Jean Burke	City of Edinburgh Co...	Clovenstone:Support...	Wed 01/04	08:00	16:00	60	Standard dat	9056			3	
Jeffrey Carroll	City of Edinburgh Co...	Clovenstone:Support...	Mon 23/05	08:00	16:00	60	Standard dat	9095			S	
Jeffrey Carroll	City of Edinburgh Co...	Clovenstone:Support...	Tue 24/05	08:00	16:00	60	Standard dat	9096			S	
Jeffrey Carroll	City of Edinburgh Co...	Clovenstone:Support...	Wed 25/05	08:00	16:00	60	Standard dat	9097			S	

Field	Value
State	Worked
Temp	Barbara Kirkup
Company	ABBA Ltd
Vacancy	Test group 1
Date	Tue 27/01
From	08:00
To	14:00
Break	20
Description	Critical Early
Our Ref.	11582
Their Ref.	
Essential Skill(s)	
Grade	
Note	
Ordered By	
Analysis Code	
Client Note	
Next Cascade Due	
Cascade Count	0
Shift Type	Earliest MBS
Consultants	Entered by: BARBARA 03/02/2015 13:07 Filled by: BARBARA 03/02/2015 13:10
Order Reason	
Cancel Details	
Cancel Reason	
Reference Required	
Client Must Confirm	☐
Temp Must Confirm	☐
Client Confirmed	☒
Temp Confirmed	☒
Confirmed With	
Minutes Required	
Recovery Hours	0
Moveable	☒
Secondary Agency	



Once the timesheet is cancelled, the shift will return to an un-worked (provisional or confirmed) state that can then be cancelled in the usual way. See [How to cancel a filled shift](#) for more information.

It is possible to set up a Shift Cancel Reason to be used when you cancel a timesheet, so that it is done when cancelling the timesheet. Maintenance> General Settings> Temps> 76



The value entered is the single character ID for the relevant Shift Cancel Reason in Temp Setup.

Consider carefully the actions related to the shift cancel reasons, and tick the relevant options according to how you want the cancelled shifts to be handled.



[More information on Shifts](#) [Back to FAQs](#)

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