



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 with columns: Temp, Company, Vacancy, Date, From, To, Break, Description, Our Ref., Their Ref., Essential Skill(s), Grade, and Note. The table lists several shifts, with the first one selected. 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 and their values for the selected shift. The 'State' is 'Worked'. The 'Temp' is 'Barbara Kirkup'. The 'Company' is 'ABBA Ltd'. The 'Vacancy' is 'Test group 1'. The 'Date' is 'Tue 27/01'. The 'From' is '08:00' and 'To' is '14:00'. The 'Break' is '20'. The 'Description' is 'Critical Early'. The 'Our Ref.' is '11582'. The 'Their Ref.' is '11582'. The 'Essential Skill(s)' is 'Critical Early'. The 'Grade' is '2'. The 'Note' is '11582'. The 'Ordered By' is 'Analysis Code'. The 'Client Note' is 'Entered by: BARBARA 03/02/2015 13:07 Filled by: BARBARA 03/02/2015 13:10'. The 'Next Cascade Due' is '0'. The 'Cascade Count' is '0'. The 'Shift Type' is 'Earliest MBS'. The 'Consultants' are 'Entered by: BARBARA 03/02/2015 13:07 Filled by: BARBARA 03/02/2015 13:10'. The 'Order Reason' is 'Reference Required'. The 'Cancel Details' are 'Client Must Confirm', 'Temp Must Confirm', 'Client Confirmed', 'Temp Confirmed', 'Confirmed With', 'Minutes Required', 'Recovery Hours', 'Moveable', and 'Secondary Agency'. The 'Client Must Confirm' checkbox is unchecked. The 'Temp Must Confirm' checkbox is unchecked. The 'Client Confirmed' checkbox is checked. The 'Temp Confirmed' checkbox is checked. The 'Confirmed With' checkbox is checked. The 'Minutes Required' is '0'. The 'Recovery Hours' is '0'. The 'Moveable' checkbox is checked. The 'Secondary Agency' checkbox is unchecked.

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.	11582
Essential Skill(s)	Critical Early
Grade	2
Note	11582
Ordered By	Analysis Code
Client Note	Entered by: BARBARA 03/02/2015 13:07 Filled by: BARBARA 03/02/2015 13:10
Next Cascade Due	0
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	Reference Required
Cancel Details	Client Must Confirm
Cancel Reason	Temp Must Confirm
Reference Required	Client Confirmed
Client Must Confirm	Temp Confirmed
Temp Must Confirm	Confirmed With
Client Confirmed	Minutes Required
Temp Confirmed	Recovery Hours
Confirmed With	Moveable
Minutes Required	Secondary Agency
Recovery Hours	
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](#)

From:

<https://iqxusers.co.uk/iqxhelp/> - iqx

Permanent link:

<https://iqxusers.co.uk/iqxhelp/doku.php?id=faq5-02&rev=1423057258>

Last update: **2017/11/16 21:56**

