How to cancel a filled shift

Refers to:
temp desk
vacancies → diary view

- For a group of shifts - On either the **Temp Desk** or the **Vacancies** Diary view – click the **Confirmation** button.
- Tick the **Cancelled** check box and then **select** the reason for cancelling the shift. Add a note, if required.
- If the shift now has to be refilled it will reappear, bordered in green, on the Diary view.
- If the client has cancelled the shift will be shown on the Candidate Diary view bordered in pink to show the candidate has still to be informed. Confirm as above.
- If the candidate has cancelled the shift will appear in the vacancy diary view bordered in pink to show the client has still to be informed. **Confirm** as above. It can be the case that a pink bordered and a green bordered shift both appear to show that the shift must be filled AND the client has still to be informed about the cancellation by the candidate.

- For a single shift **right click** and select **Cancel**.
- Select the reason and add a note, if required.

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