

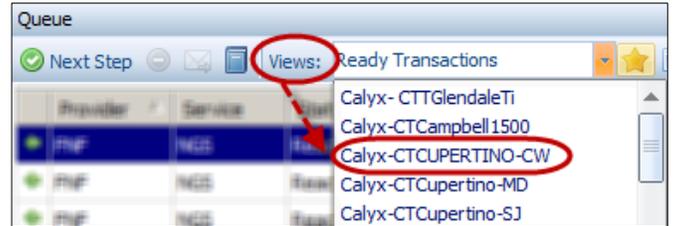
Cancelling an Order

Follow these steps to cancel a Calyx order.

1. From the **360** ribbon, click the **Login** button
2. Once logged in, click the **360 Queue** button



3. From the **Views** drop-down, select your **Saved View**



Your Queue populates with all Calyx transactions for your Branch.

Provider	Service	Status	Linked Order	Linked Profile	Created By	Created On	Completed On	Sent To	Description
Calyx	Point	New			tamikar@com...	7/17/2015 9:...		Chicago Ti...	James, Nicole, 852 J. Street Cupertino, CA, Escrow
Calyx	Point	New			tamikar@com...	7/17/2015 9:...		Chicago Ti...	James, Nicole, 852 J. Street Cupertino, CA, Title
Calyx	Point	New			crystal.grang...	6/19/2015 3:...		Chicago Ti...	Buyer, Test, 23 Jam St Durham, NC, Title
Calyx	Point	New			tamikar@com...	6/10/2015 9:...		Chicago Ti...	Smith, Carrie, 22 Sample Lane Livermore, CA, Title
Calyx	Point	New			tamikar@com...	5/29/2015 1:...		Chicago Ti...	test, I, 145 Test Way Livermore, CA, Escrow
Calyx	Point	New			tamikar@com...	5/29/2015 1:...		Chicago Ti...	test, I, 145 Test Way Livermore, CA, Title

Each transaction has two entries that must be cancelled:

- > Escrow
- > Title

Linked Profile	Description
Default\TFL...	test, I, 145 Test Way Livermore, CA, Escrow
Default\TFL...	test, I, 145 Test Way Livermore, CA, Title
	Jones, Barbara, 653 Sugar lane livermore, CA, Escrow

4. Highlight the applicable order

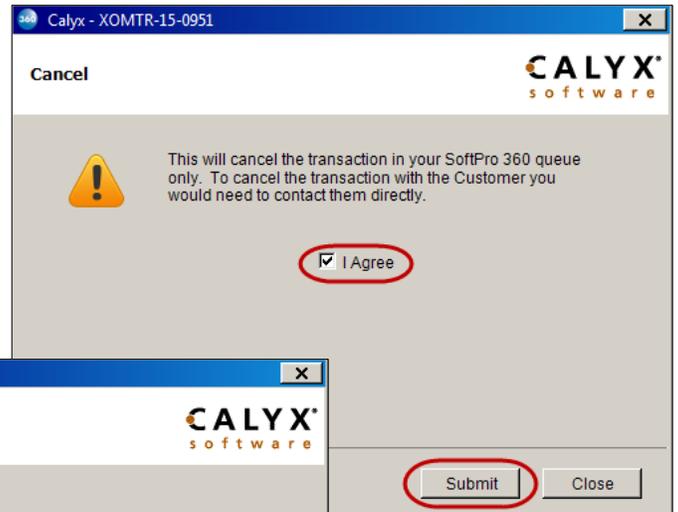
5. Click the **Cancel** icon

Provider	Service	Status	Linked Order	Linked Profile	Description
Calyx	Point	In Progress	XOMTR-15-0858		Klien, Jack, 100 Sample Common livermore, CA, Escrow
Calyx	Point	In Progress	XOMTR-15-0951	Default\TFL...	test, I, 145 Test Way Livermore, CA, Escrow
Calyx	Point	In Progress	XOMTR-15-0951	Default\TFL...	test, I, 145 Test Way Livermore, CA, Title
Calyx	Point	In Progress	XOMTR-15-0856		Jones, Barbara, 653 Sugar lane livermore, CA, Escrow

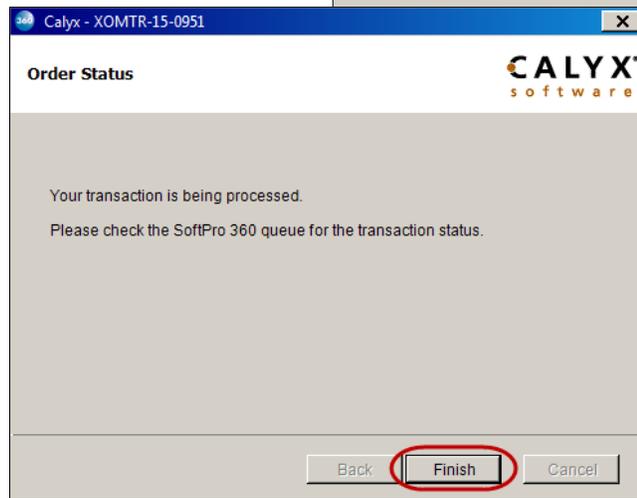
The SPS Order opens in the background and the **Cancel** window displays.

Cancelling an Order

6. Check the **I Agree** check box; click **Submit**



7. From the **Order Status** window, click the **Finish** button



8. With the SPS Order still open, click the **Queue** tab

9. Highlight the second (remaining) entry

10. Repeat Steps 5-7

Provider	Service	Status	Linked Order	Linked Profile	Description
Calyx	Point	In Progress	XOMTR-15-0858		Klien, Jack, 100 Sample Common livermore, CA, Escrow /
Calyx	Point	In Progress	XOMTR-15-0951	Default\T\FL...	test, I, 145 Test Way Livermore, CA, Title
Calyx	Point	In Progress	XOMTR-15-0856		Jones, Barbara, 653 Sugar lane livermore, CA, Escrow
Calyx	Point	In Progress	2015020030		Calyxln, Calyxfn, 89 Subject Property Ln Durham, NC, Ti
Calyx	Point	In Progress	2015020031		Calyxln, Calyxfn, 89 Subject Property Ln Durham, NC, Es

11. Notify the Customer that sent the order to completely cancel the transaction

12. Proceed with cancelling the SPS order (use **CTL+ALT+X** keyboard shortcut to cancel the order in SPS and smartVIEW)

The **Queue** now shows the Order as **Cancelled**.

Provider	Service	Status	Linked Order	Linked Profile	Description
Calyx	Point	Canceled			Tall, Gerald, 747 Second Avenue Danville, CA, Title / Le
Calyx	Point	Canceled	XOMTR-15-0951	Default\T\FL...	test, I, 145 Test Way Livermore, CA, Escrow
Calyx	Point	Canceled	XOMTR-15-0951	Default\T\FL...	test, I, 145 Test Way Livermore, CA, Title
Calyx	Point	Completed	XOMTR-15-0860	\\Default\T\...	Test, Thomas, 567 Sample Way Sacramento, CA, Escro