

## Cancelling In Progress Transactions on Closed/Cancelled Orders


The customer has 7 days to complete a Digital Opening Package (DOP) before the email link expires. If an order closes or cancels before the expiration date and there is a Digital Opening Package (DOP) and/or an inHere Standalone Mobile Deposit Package in progress, the package **must be manually cancelled** to prevent email notifications being sent to the customer.

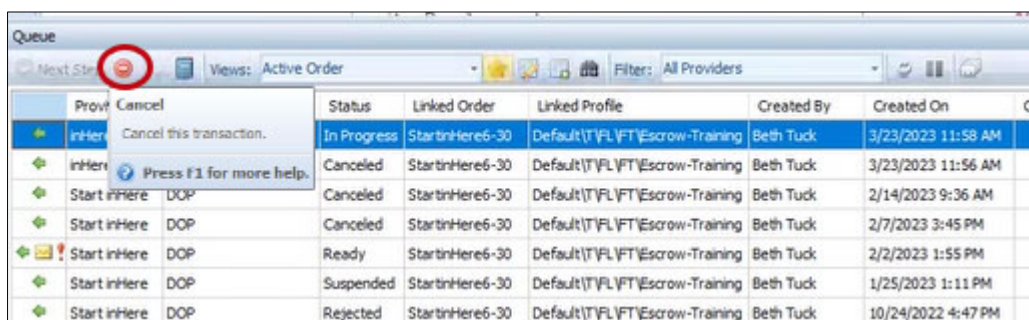
Follow these steps to manually cancel the 360 transaction.

From the **360 Queue**,

1. Navigate to your customized **360 Queue View** or **Active Order View** to locate the package you wish to cancel

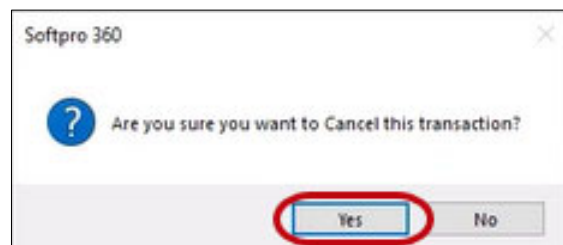
2. Highlight the corresponding entry

3. Click the **Cancel**  icon on the toolbar

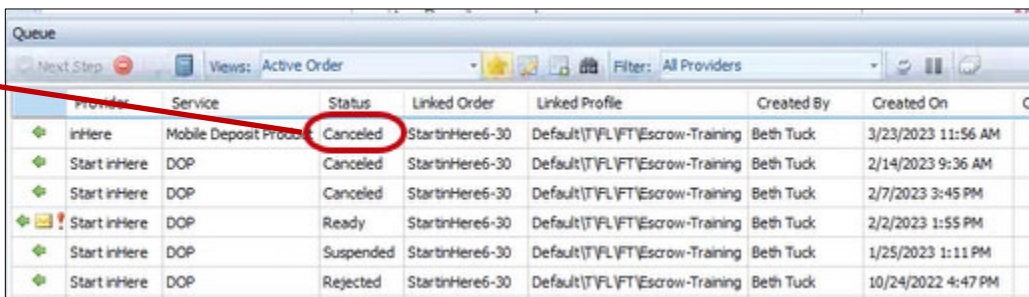


Provider	Service	Status	Linked Order	Linked Profile	Created By	Created On
inHere	Mobile Deposit Product	In Progress	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	3/23/2023 11:58 AM
inHere	DOP	Canceled	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	3/23/2023 11:56 AM
Start inHere	DOP	Canceled	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	2/14/2023 9:36 AM
Start inHere	DOP	Canceled	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	2/7/2023 3:45 PM
Start inHere	DOP	Ready	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	2/2/2023 1:55 PM
Start inHere	DOP	Suspended	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	1/25/2023 1:11 PM
Start inHere	DOP	Rejected	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	10/24/2022 4:47 PM

4. When prompted, click **Yes** to confirm cancellation of the transaction



The package now shows the **Status** as **Canceled**.



Provider	Service	Status	Linked Order	Linked Profile	Created By	Created On
inHere	Mobile Deposit Product	Canceled	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	3/23/2023 11:56 AM
Start inHere	DOP	Canceled	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	2/14/2023 9:36 AM
Start inHere	DOP	Canceled	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	2/7/2023 3:45 PM
Start inHere	DOP	Ready	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	2/2/2023 1:55 PM
Start inHere	DOP	Suspended	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	1/25/2023 1:11 PM
Start inHere	DOP	Rejected	StartinHere6-30	Default(T\F\V\T\Escrow-Training	Beth Tuck	10/24/2022 4:47 PM