

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.

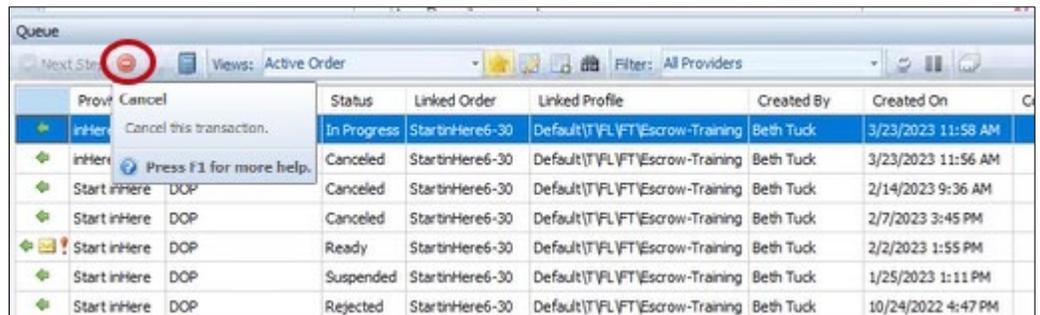
Follow these steps to manually cancel the 360 transaction.

From the **360 Queue**,

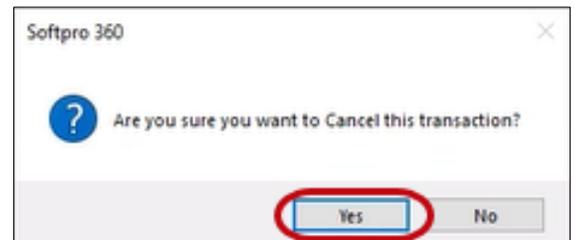
1. Navigate to your customized **360 Queue View** or **Active Order View** to locate the package you wish to cancel

2. Highlight the corresponding entry

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



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



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

