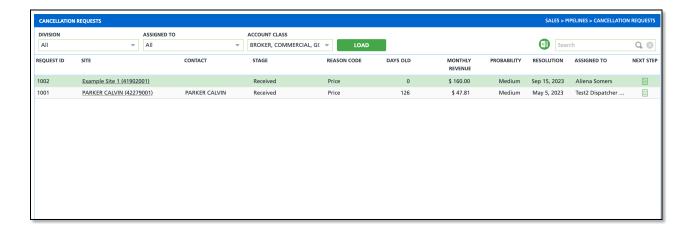# Cancellation Requests (Sales)

Last Modified on 09/09/2024 5:30 pm EDT

Pathway: *Sales > Pipelines > Cancellation Requests*

The Cancellation Requests screen in Sales is used to manage and process requests submitted by an internal user on behalf of a customer seeking to cancel their service.

Permissions

The following permission is required to use the Cancellation Requests tool:

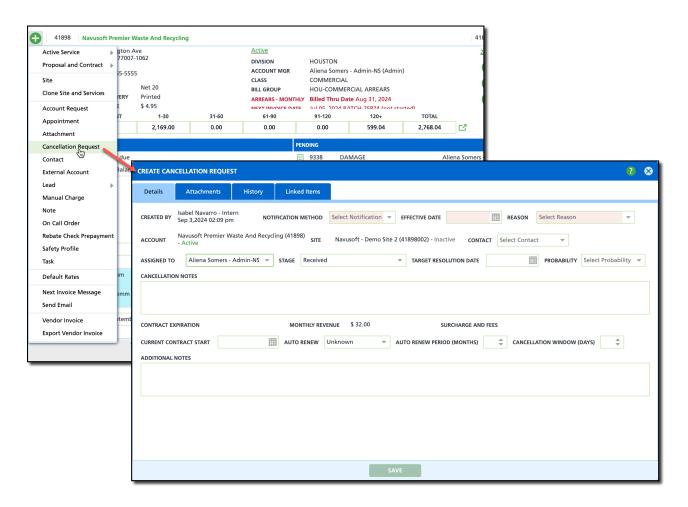| Permission ID	Permission Name
164	Pipelines \ Cancellation Requests

Field Descriptions

> ✓ To edit a request, double-click on a cancellation record to display the "Edit Cancellation Request" window editor.

Field	Description
Filters	
Division	Filters to only display cancellation requests of accounts in the selected division.
Assigned To	Filters to only display cancellation requests assigned to the selected user.
Account Class	Filters to only display cancellation requests of accounts in the selected account class.
Fields	
Request ID	Displays the system generated ID for the request.
Site	Displays the name of the site the cancellation request applies to.
Contact	Displays the name of the account contact if one was indicated.
Stage	Shows the current status of the cancellation request, with stages that require manual updates.

Reason Code	Displays the reason for the cancellation request.
Days Old	Indicates the age of the cancellation request.
Monthly Revenue	Displays the total income generated by the service within a single calendar month.
Probability	Indicates the likelihood or chance that a service can be saved.
Resolution	Indicates the target date by which a resolution should be reached.
Assigned To	Displays the name of the user who is managing the request.
Next Step	Displays a red exclamation mark when there are no appointments or tasks, and a green icon when there is a linked task or appointment associated with the account; hover or select for additional details.

Create a Cancellation Request

Cancellation requests are initiated from the account where the cancellation is being requested. **Submitting a cancellation request is part of the process but does not cancel the service; cancellations must be applied directly to the active service.** More information about creating a cancellation request can be found here: Cancellation Request

Related Resources

Create a Cancellation Request