



I am trying to cancel a shift but it won't let me

A 'worked' shift cannot be cancelled. This means that there is a completed timesheet associated with this shift.

Within a vacancy or candidate diary, if you right click on the shift that is showing as worked then there will be no option to cancel.

Looking at the Shifts view from the Temp Desk, filter and then click on the shift in question to select it. View the details below. If it is showing as State WORKED then it means there is a timesheet. Click on Expand Timesheet and use the Cancel / Correct facility. See [Editing Timesheets](#) for more information.

Shifts

Desk: Health - shifts desk

From: 26/01/2015 to 04/02/2015 Today

State: ☒ Unfilled ☒ Confirmed ☒ Worked ☒ Provisional ☒ Cancelled

Cascade: ☒ Non-Cascadeable ☒ Cascadeable ☒ Cascaded

Count Process Filter Shifts Add Shifts Bulk Cancel Unfilled

Temp	Company	Vacancy	Date	From	To	Break	Description	Our Ref.	Their Ref.	Essential Skill(s)
Barbara Kirkup	ABBA Ltd	another	Mon 26/01	08:00	14:00	20	Critical Early	11581		
Barbara Kirkup	ABBA Ltd	another	Mon 26/01	08:00	14:00	20	Critical Early	11581		
Barbara Kirkup	ABBA Ltd	Test group 1	Tue 27/01	08:00	14:00	20	Critical Early	11582		
Barbara Kirkup	ABBA Ltd	another	Tue 27/01	08:00	14:00	20	Critical Early	11582		
Chris Coveney	ABBA Ltd	another	Wed 28/01	08:00	14:00	20	Critical Early	11583		
	ABBA Ltd	another	Wed 28/01	08:00	14:00	20	Critical Early	11583		
	ABBA Ltd	another	Thu 29/01	08:00	14:00	20	Critical Early	11584		
	ABBA Ltd	another	Fri 30/01	08:00	14:00	20	Critical Early	11585		

Details Quick Fill Short List Cascade History

State: Worked

Temp: Barbara Kirkup

Company: ABBA Ltd

Vacancy: Test group 1

Date: Tue 27/01

From: 08:00

To: 14:00

Break: 20

Description: Critical Early

Our Ref.: 11582

Their Ref.:

Essential Skill(s):

Grade:

Note:

Ordered By:

Analysis Code:

Client Note:

Next Cascade Due:

Cascade Count: 0

Shift Type: Earlies MBS

Consultants: Entered by: BARBARA 03/02/2015 13:07 Filled by: BARBARA 03/02/2015 13:10

Order Reason:

Cancel Details:

Cancel Reason:

Reference Required:

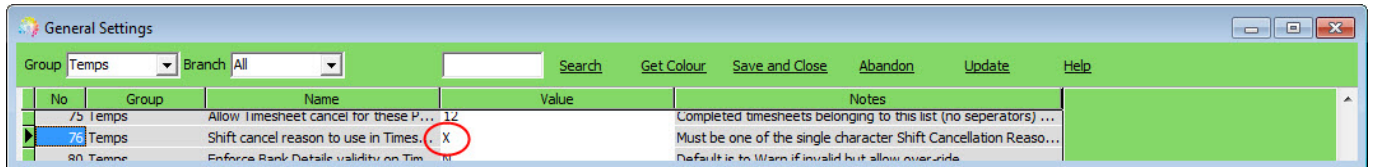
Client Must Confirm:

Buttons: Fill, Expand Vacancy, Cancel, Expand Temp, Cascade Now, Expand Timesheet, Move Shift



Once the timesheet is cancelled, the shift will return to an un-worked (provisional or confirmed) state that can then be cancelled in the usual way. See [How to cancel a filled shift](#) for more information.

It is possible to set up a Shift Cancel Reason to be used when you cancel a timesheet, so that it is done when cancelling the timesheet. Maintenance> General Settings> Temps> 76

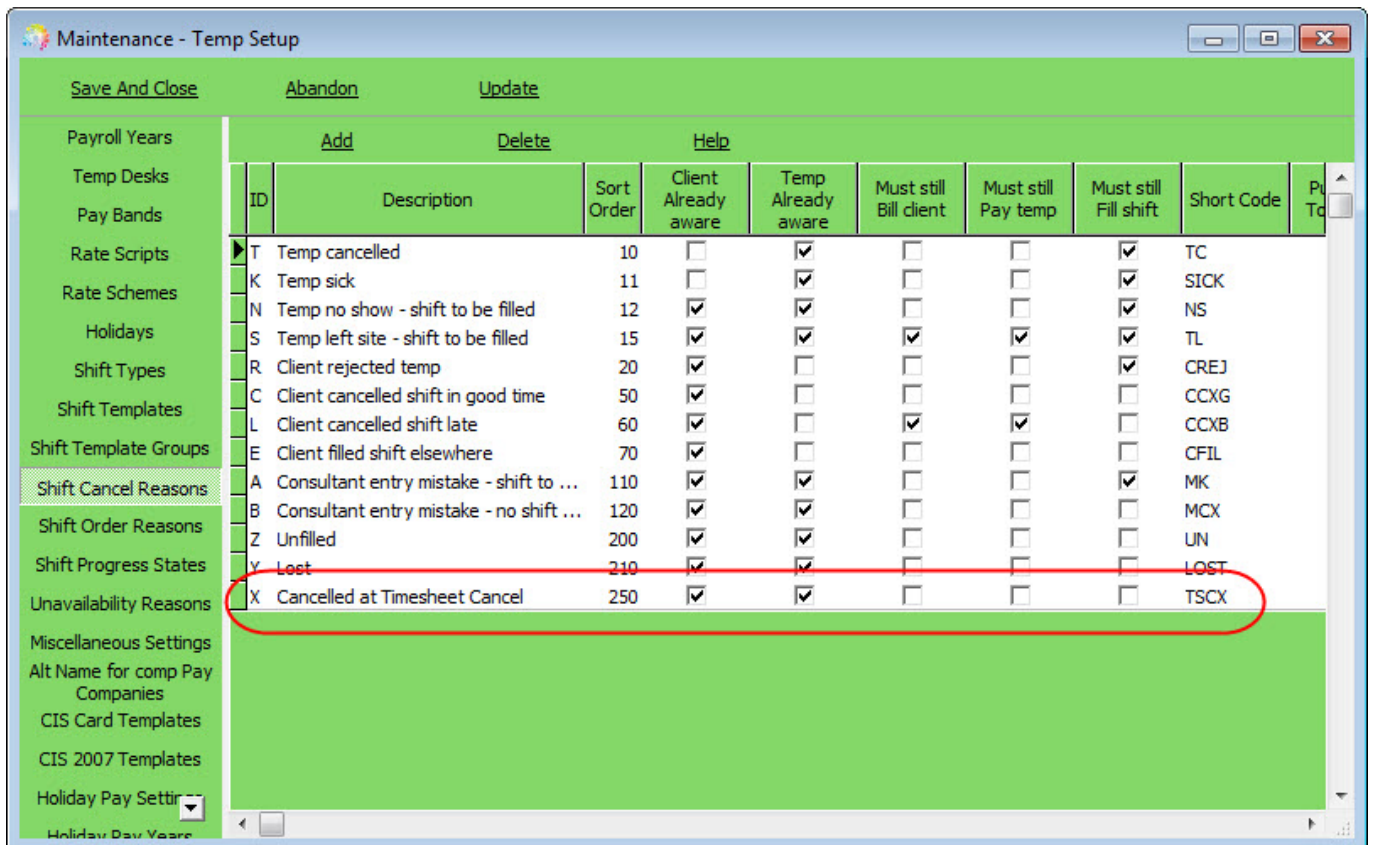


The screenshot shows the 'General Settings' window for 'Temps'. It has a table with columns: No, Group, Name, Value, and Notes. The row for '76 Temps' is highlighted, and the value 'X' is circled in red. The notes for this row state: 'Completed timesheets belonging to this list (no separators) ... Must be one of the single character Shift Cancellation Reason ... Default is to Warn if invalid but allow override'.

No	Group	Name	Value	Notes
75	Temps	Allow Timesheet cancel for these P...	12	
76	Temps	Shift cancel reason to use in Times...	X	Completed timesheets belonging to this list (no separators) ... Must be one of the single character Shift Cancellation Reason ... Default is to Warn if invalid but allow override
80	Temps	Enforce Rank Details validity on Tim...	0	

The value entered is the single character ID for the relevant Shift Cancel Reason in Temp Setup.

Consider carefully the actions related to the shift cancel reasons, and tick the relevant options according to how you want the cancelled shifts to be handled.



The screenshot shows the 'Maintenance - Temp Setup' window. It has a table with columns: ID, Description, Sort Order, Client Already aware, Temp Already aware, Must still Bill client, Must still Pay temp, Must still Fill shift, Short Code, and Pt To. The row for 'X Cancelled at Timesheet Cancel' is highlighted with a red circle. The 'Must still Fill shift' checkbox is checked.

ID	Description	Sort Order	Client Already aware	Temp Already aware	Must still Bill client	Must still Pay temp	Must still Fill shift	Short Code	Pt To
T	Temp cancelled	10	☐	☒	☐	☐	☒	TC	
K	Temp sick	11	☐	☒	☐	☐	☒	SICK	
N	Temp no show - shift to be filled	12	☒	☒	☐	☐	☒	NS	
S	Temp left site - shift to be filled	15	☒	☒	☒	☒	☒	TL	
R	Client rejected temp	20	☒	☐	☐	☐	☒	CREJ	
C	Client cancelled shift in good time	50	☒	☐	☐	☐	☐	CCXG	
L	Client cancelled shift late	60	☒	☐	☒	☒	☐	CCXB	
E	Client filled shift elsewhere	70	☒	☐	☐	☐	☐	CFIL	
A	Consultant entry mistake - shift to ...	110	☒	☒	☐	☐	☒	MK	
B	Consultant entry mistake - no shift ...	120	☒	☒	☐	☐	☐	MCX	
Z	Unfilled	200	☒	☒	☐	☐	☐	UN	
Y	Lost	210	☒	☒	☐	☐	☐	LOST	
X	Cancelled at Timesheet Cancel	250	☒	☒	☐	☐	☐	TSCX	

[More information on Shifts](#)

[Back to FAQs](#)

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