



How to cancel multiple shifts

Cancelling shifts is non reversible - use with caution and ensure accurate information is entered for cancel reason as actions are related to shift cancel reasons (for example if the shift still requires filling, whether the temp still requires paid for that shift/ client charged etc.)

There are different methods of cancelling shifts dependent on the version of IQX you are using, please note version information for each.

1 - Cancelling using the Cancel Shifts in Bulk job (Reports).

Requires job in reports folder

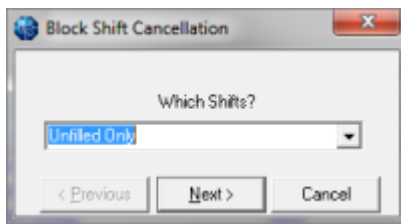
- **From a Vacancy Record** (will cancel for multiple temps)

Count	Placement / Rates	Applicant	Add	Fill
	Date From To Break	Applicant		Descrip
	Fri 09/08/13 17:00 02:00	30 Folaranmi Yetunde Akin...		Full Evening
	Thu 08/08/13 17:00 02:00	30 Folaranmi Yetunde Akin...		Full Evening

Use the reports button at the top

It opens the list of reports and jobs. Select 'Cancel Shifts in Bulk'

You will be asked which shifts you want to cancel - Unfilled, Filled or Both

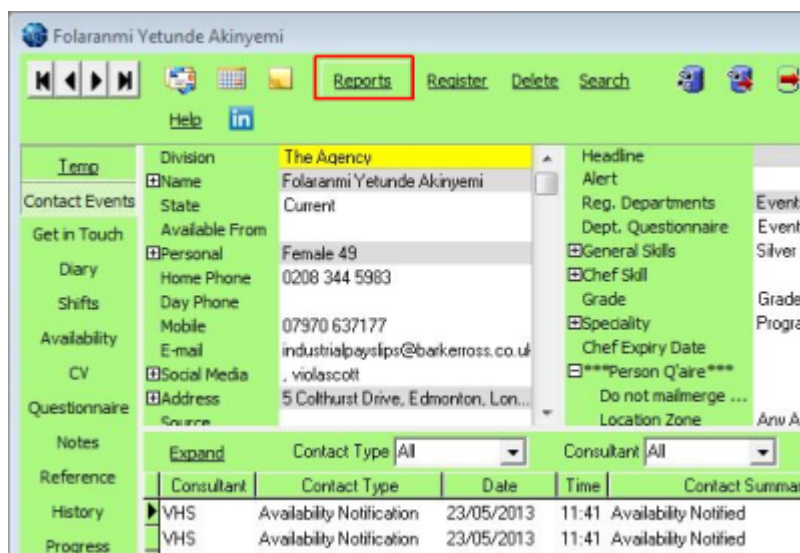


Then enter the Start and End Date of the range to be cancelled

Select the relevant cancellation reason and enter a note

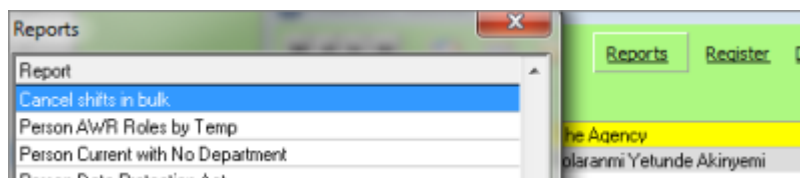
When you click **Run** **ALL** the shifts in the type and date range for **ALL** temps will be cancelled.

- **From the Person Record** (will cancel across multiple vacancies)

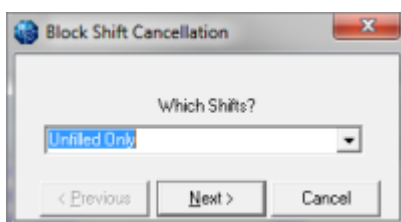


Use the reports button at the top

It opens the list of reports and jobs. Select 'Cancel Shifts in Bulk'



You will be asked which shifts you want to cancel - Unfiled, Filled or Both



Then enter the Start and End Date of the range to be cancelled



Select the relevant cancellation reason and enter a note

When you click **Run** **ALL** the shifts in the type and date range for **ALL** vacancies will be cancelled.

2 - Cancelling using Cancel Button on Person Shifts or Vacancy Shifts views (version 2.2.10.14 onwards only)



This feature is only available in versions 2.2.10.14 onwards

Select the shifts you wish to cancel by holding down CTRL and click on each of the shifts to highlight them.

From Person > Shifts

The screenshot shows the iqx software interface for user Lora Jean Burke. The 'Shifts' tab is selected in the left sidebar. The main area displays a list of shifts with columns: Date, From, To, Break, Description, Company, Vacancy, and Our Ref. A 'Cancel' button is highlighted in the top right of the shift list area.

Date	From	To	Break	Description	Company	Vacancy	Our Ref.
Sun 02/04/17	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9094
Sat 01/04/17	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9093
Fri 31/03/17	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9092
Sat 02/04/16	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9086
Fri 01/04/16	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9085
Thu 31/03/16	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9084
Wed 30/03/16	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9082
Tue 29/03/16	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9081
Mon 28/03/16	08:00	16:00	60	Standard dat	City of Edinburgh Coun...	Support Worker	9080

or

From Vacancy > Shifts



2026/10/27 09:17

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How to cancel multiple shifts

Shifts from 09/03/2014 to

Unfilled

Provisional

Confirmed

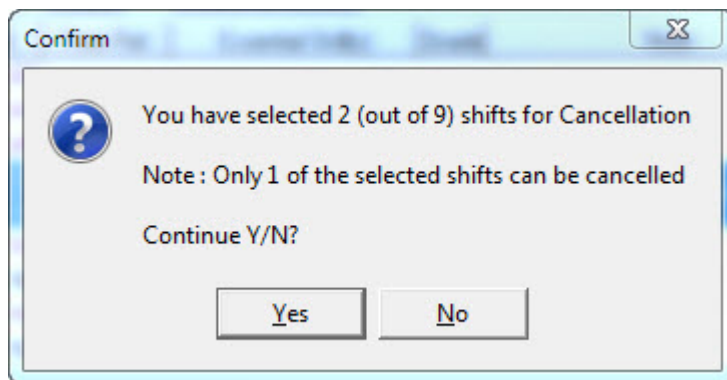
Worked

Cancelled

Legend

Count	Placement / Rates		Candidate	Add	Fill	Confirm	Cancel	Process	Process Candidates
Date	From	To	Break	Candidate	Description - Client Note		Our Ref.	Their Ref.	Essential Skill(s)
Sat 26/07/14	09:00	16:00	0	Saika Abbas	Ad hoc -		11249		
Thu 24/07/14	09:00	16:00	0	Saika Abbas	Ad hoc -		11247		
Tue 22/07/14	09:00	16:00	0	Saika Abbas	Ad hoc -		11245		
Sat 22/03/14	14:00	22:00	60	Kinade Adonsako	Late Day -		11193		
Sat 22/03/14	14:00	22:00	60	James Daniel Barton	Late Day -		11199		
Fri 21/03/14	14:00	22:00	60	Kinade Adonsako	Late Day -		11192		
Fri 21/03/14	14:00	22:00	60	James Daniel Barton	Late Day -		11198		
Thu 20/03/14	14:00	22:00	60	Kinade Adonsako	Late Day -		11191		
Thu 20/03/14	14:00	22:00	60	James Daniel Barton	Late Day -		11197		

Use the cancel button. It will show how many shifts have been selected for cancellation and ask you to confirm if you wish to continue.



You will not be able to cancel worked shifts. If a worked shift is selected in error, it will not be cancelled and the confirmation will advise that some of the selected shifts cannot be cancelled.

3 - Cancelling using the Cancel Unfilled button on Temp Desk> Shifts (will be available from version 2.2.10.18)



This feature is only available in versions 2.2.10.18 onwards

From this screen, you can only cancel unfilled shifts.

If you have a large amount of shifts showing, you can filter the shifts to assist with viewing - the below example is looking at shifts of just unfilled state and then filtering by company name and date range - and then select the shifts you wish to cancel.



The screenshot displays the 'Shifts' application window. At the top, the 'Desk' is set to 'Health - shifts desk' and the 'From' date is '06/10/2014'. The 'State' section has checkboxes for 'Unfilled', 'Confirmed', 'Provisional', 'Worked', and 'Cancelled'. The 'Cascade' section has checkboxes for 'Non-Cascadeable', 'Cascadeable', and 'Cascaded'. The 'Filter Shifts' button is highlighted. Below this is a table of shifts with columns: Temp, Company, Vacancy, Date, From, To, Break, Description, Our Ref., Their Ref., Essential Skill(s), and Grade. The table lists several shifts for 'The Stationary Shop' with descriptions like 'Another test for vision' and dates from 07/10 to 19/10.

A 'Filter Shifts' dialog box is open, showing a list of fields to filter by. The 'Date' field is selected. The 'Starting Range' is set to '06/10/2014' and the 'Ending Range' is set to '31/10/2014'. The 'Apply' button is highlighted.

A 'Show Search Summary' dialog box is also open, showing the search criteria: 'Company' (Exact Match, The Stationary Shop) and 'Date' (By Range, >=06/10/2014, <=31/10/2014). The 'OK' button is highlighted.

Select the shifts you want to cancel by holding down CTRL and click on each shift to select them.

Use the Cancel Unfilled button.

You will then be asked to confirm what you are cancelling. If you have selected any filled or worked shifts by mistake, it will confirm how many you have selected and how many of these are unfilled and can therefore be cancelled.



The screenshot shows the 'Shifts' window in the IQX system. The 'Desk' is set to 'Health - shifts desk'. The 'From' date is '06/10/2014'. The 'State' filter is set to 'Unfilled'. The 'Cascade' filter is set to 'Non-Cascadeable', 'Cascadeable', and 'Cascaded'. The 'Process' button is visible. A red box highlights the 'Cancel Unfilled' button. A list of shifts is displayed, including 'The Stationary Shop' and 'Another test for vision'. A confirmation dialog is open, asking 'There are 4 unfilled shifts out of the 4 shifts that have been selected. Only the unfilled shifts will be cancelled. Continue Y/N?'. The 'Yes' button is highlighted.

Temp	Company	Vacancy	Date	From	To	Break	Description	Our Ref.	Their Ref.	Essential Skill(s)	Grade
	The Stationary Shop	Another test for vision	Tue 07/10	08:00	20:00	40	Critical Long Day	11475			
	The Stationary Shop	Another test for vision	Mon 13/10	08:00	20:00	40	Critical Long Day	11486			
	The Stationary Shop	Another test for vision	Tue 14/10	08:00	20:00	40	Critical Long Day	11488			
	The Stationary Shop	Another test for vision	Wed 15/10	08:00	20:00	40	Critical Long Day	11489			
	The Stationary Shop	Another test for vision	Thu 16/10	08:00	20:00	40	Critical Long Day	11491			
	The Stationary Shop	Another test for vision	Fri 17/10	08:00	20:00	40	Critical Long Day	11493			
	The Stationary Shop	Another test for vision	Sat 18/10	08:00	20:00	40	Critical Long Day	11495			
	The Stationary Shop	Another test for vision	Sun 19/10	08:00	20:00	40	Critical Long Day	11497			

Enter a Cancel Reason and any notes. The shifts are now cancelled. To view cancelled shifts, check the Cancelled box on the filter view.

Go back to [Vacancy Records](#)

From:
<https://phpddemo.iqxusers.co.uk/iqxhelp/> - IQX

Permanent link:
https://phpddemo.iqxusers.co.uk/iqxhelp/doku.php?id=vacancy_job:ug3-26b&rev=1413975213

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