



How To Cancel an Item or Order

Terms & Conditions

Click [here](#) to access Terms and Conditions.

Cancellations and Returns

- The CAP is not liable for loss or damage caused by force majeure.
- If any publication you order from the College of American Pathologists does not meet your expectations, it may be returned-if in original condition-within 30 days of purchase for replacement or refund. All returned publications should be sent to:
 - Customer Data Management
College of American Pathologists
325 Waukegan Rd
Northfield IL 60093
USA

To return a publication item, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1. Once the return order is processed/booked, a confirmation email is sent.

- For orders made on behalf of a laboratory/organization, the confirmation will be sent to the “Ship To” contact on the account.
- For orders made on your personal account, you will receive the confirmation at the email listed as preferred in [My Profile](#).

Important: Proficiency Test Programs returns are not accepted. If you have any questions or concerns, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.

Refunds and Credits

- A credit cannot be issued for any shipping & handling fees once the shipment has been released.
- Participants are responsible for all costs and expenses related to the return of shipments to CAP or its designated distributor if the reason for such return is late program cancellation, refused shipment, or invalid ship-to address.
- Refund price will be prorated based on the number of remaining shipments Please contact the CAP if you wish a credit to be refunded to your institution.



Cancel an Item Purchased on a Lab/Organization Account

Due to vendor commitments, the CAP must receive cancellations no later than six weeks prior to the ship date to receive credit for canceled programs.

1. Click **Order History**.

2. Click **Cancel Item** in the Action column.

Search

Click the order number to access the details. You may use the filters and search options below to narrow your search.

By Orders By Program Code

View orders: Sold to your account

Orders created in the last: 6 Months

Orders between: and

(Example: 31-DEC-1999)

Search By: Order Number is not GO RESET

TIP: Use the search functionality to limit your results as needed.

Order Number	Order Date	Order Status	PO Number	Order on Hold	Invoice Number	Order Total	Action
1173508	10-AUG-2017	Complete	12345	No		\$664.4	
1173490	07-AUG-2017	Complete	24681012	No		\$839	Cancel Item
1173186	20-JUL-2017	Complete	06240	No	2205699	\$623.5	Cancel Item
1173175	20-JUL-2017	Complete	12345	No	2205703	\$512.67	Cancel Item
1173120	08-JUL-2017	Cancelled	test ext	No		\$0	
1173116	08-JUL-2017	Cancelled	test	No		\$0	



- Use the dropdown menu to select your **Cancellation Reason**.
- Enter the **Cancel Quantity**.
- Click **Next** to continue.

CREATE CANCELLATION: SELECT ITEMS

To cancel an item, change the quantity of the item to the desired amount and select an appropriate cancellation reason from the drop-down menu. Click Next to complete the cancellation

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Due to vendor commitments, cancellations must occur no later than six weeks prior to the ship date to receive credit for canceled programs.

Item Information

Part Number	Item Name	UOM	Ordered	Unit Price	Cancellation Reason	Cancel Q
KRAS	KRAS	Each	1	\$567.62	Product not received	1 4
KSA	KIDNEY STONE ASSESSMENT	Each	1	\$999.90	Product not received	0
KVM	LIGAND ASSAY-GENERAL, VALIDATED MATERIAL	Each	1	\$68.68	Illogical combination	0
LBAS	LEGIONELLA ANTIGEN DETECTION	Each	1	\$355.90	Missing permit	0
LBC	LAMELLAR BODY COUNT	Each	1	\$199.98	Discontinued Testing	0
LCW	CHEMISTRY-LIMITED , WAIVED	Each	1	\$478.74	Wrong product/course	0
LKM	LIVER-KIDNEY MICROSOMAL ANTIBODY	Each	1	\$397.94	Wrong billing info	0
LN11	SERUM ETHANOL CVI	Each	1	\$367.64	Laboratory closed/merged	0
LN12	C-REACTIVE	Each	1	\$387.84	Changed instrument/testing method	0
LN12E	C-REACTIVE	Each	1	\$480.76	Billing error	0
LN13	BLOOD GAS	Each	1		Wrong shipping info	0
					Switched to competitor	0
					Duplicate order	0
					Tax error	0
					Damaged product	0
					Freight charge error	0
					Wrong quantity	0
					Product not received	0

TIP: Cancellation option will only be available for certain Programs.



6. Review and **Submit** your cancellation.

CREATE CANCELLATION: REVIEW AND SUBMIT

Please review the information being cancelled and click Submit Cancellation to confirm.

Item Information

Remove	Part Number	Item Name	Order Number	UOM	Ordered	Cancellation Reason	Cancelled Qty	Price	Item Details
	KRAS.2020	KRAS	1285812	Each	1	Discontinued Testing	1	\$-608.02	
								Sub Total:	\$-608.02
								Tax:	\$-30.40
								Charges:	\$0.00
								<input type="button" value="RECALCULATE"/>	Cancellation Total: \$-638.42

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When your cancellation has been processed, the acknowledgement page will appear.

Acknowledgement

The cancellation number 1286327 has been created and an email confirmation will be sent to your attention.

A separate order confirmation will be emailed to the shipping contact once the cancellation has been confirmed.



Cancel an Order Purchased on a Lab/Organization Account

Complete order cancellations can only be made if the order has not yet been confirmed by CAP.

1. Click **Order History**.

2. Click **Cancel Order** in the Action column.

ORDER HISTORY ⓘ

Search

Click the order number to access the details. You may use the filters and search options below to narrow your search.

By Orders By Program Code
 View orders: Sold to your account ▼
 Orders created in the last: 6 Months ▼
 Orders between: and
 (Example: 31-DEC-1999)
 Search By: Order Number ▼ is not is not ▼ **GO** **RESET**

Results

◀ Previous 1 - 25 Next 25 ▶

Order Number	Order Date	Order Status	PO Number	Order on Hold	Invoice Number	Order Total	Action
1173508	10-AUG-2017	Complete	12345	No		\$664.48	Cancel Order
1173490	07-AUG-2017	Complete	24681012	No		\$83995.12	Cancel Item
1173186	20-JUL-2017	Complete	06240	No	2205699	\$623.53	Cancel Item
1173175	20-JUL-2017	Complete	12345	No	2205703	\$512.67	Cancel Item
1173120	08-JUL-2017	Cancelled	test ext	No		\$0	
1173116	08-JUL-2017	Cancelled	test	No		\$0	



- Use the Reason drop down arrow to select your reason for cancelling the order. You may also add text in the **comments** text box.
- Click **Continue**.

CANCEL ORDER

Required Fields

Please enter your order cancellation reason and comments

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Reason: Wrong shipping info

Comments

ORDER DETAILS

You may print this page as your receipt.

Order Information	
Order Number: 1173508	Order Date: 10-AUG-2017
Order Status: In Progress	

Customer Information	
Customer Name: College of American Pathologists	

Shipping Information	Billing and Payment Information
Ship To: Ferdinand Rivera College of American Pathologists 325 Waukegan Rd Northfield, IL 60093-2750 UNITED STATES	Bill To: Eleonora Savitch, MD 1683 Renfroe Pl Brookhaven, GA 30319 UNITED STATES
Shipping Method: Parcel-Ground	Payment Type:
Shipment Priority:	Payment Terms: DUE ON 12/01/17
Shipping Instructions:	PO Number: 12345

Part Number	Item Name	UOM	Ordered	Shipped	Status	Hold Info	Price	Item Details
AQ	CRITICAL CARE BLOOD GAS	Each	1		In Progress		\$486.00	
PUB210	COLOR ATLAS OF HEMATOLOGY: AN ILLUSTRATED FIELD GUIDE BASED ON PROFICIENCY TESTING	Each	1		In Progress		\$125.00	

Sub-Total: \$611.00
Fuel Surcharge: \$4.86
Shipping and Handling: \$12.50
Tax: \$36.12
Total: \$664.48

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CANCEL CONTINUE



You will see an acknowledgement at the top of the screen. The order status for the order you've just cancelled will also be updated. Also, an acknowledgement of the cancelled order will be emailed.

- For orders made on behalf of a laboratory/organization, the confirmation will be sent to the "Ship To" contact on the account.

The screenshot shows the CAP website interface. At the top, there is a navigation bar with links: WELCOME, PROFICIENCY TESTING/EQA, QUALITY MANAGEMENT, LEARNING, PUBLICATIONS, and MEMBERSHIP DUES & CONTRIBUTIONS. A 'Help' icon is in the top right. Below the navigation bar, a green box with a checkmark icon contains the text 'Acknowledgement' and 'Order is cancelled'. To the right of this box is a sidebar with user information for Jacqueline White (Lab Account # 41976101), address (325 Waukegan Rd, Northfield, IL 60093-2750, UNITED STATES), and a 'Log out' link. Below the user info are links for Shopping Cart (\$726.00), Saved Carts, Wish List, Order History, Quotes, Payments, Invoices, and Canceled Orders. At the bottom of the sidebar are 'Medical Director' (Richard Minehart) and 'Ordering Contact' (Russell De Leon) with 'UPDATE' buttons. The main content area is titled 'ORDER HISTORY' and includes a search bar, a note to click the order number for details, and filter options for 'By Orders' and 'By Program Code'. The 'View orders' dropdown is set to 'Sold to your account'. The 'Orders created in the last' dropdown is set to '6 Months'. The 'Orders between' section has two date input fields with a 'and' separator. Below this is a search bar with 'Search By' set to 'Order Number' and 'is not' selected. There are 'GO' and 'RESET' buttons. The results section shows a table with one row highlighted in orange:

Order Number	Order Date	Order Status	PO Number	Order on Hold	Invoice Number	Order Total	Action
1173508	10-AUG-2017	Cancelled	12345	No		\$0	

TIP: You will see an acknowledgement at the top of the screen and your order status will have changed in your results.

Customer Contact Center

We appreciate your business. If you have a question about the status of an order, please email or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.