Orders - Cancel a shipment / an order

This article shows how to cancel a shipment and an order, the differences between the two, and when to use each option.

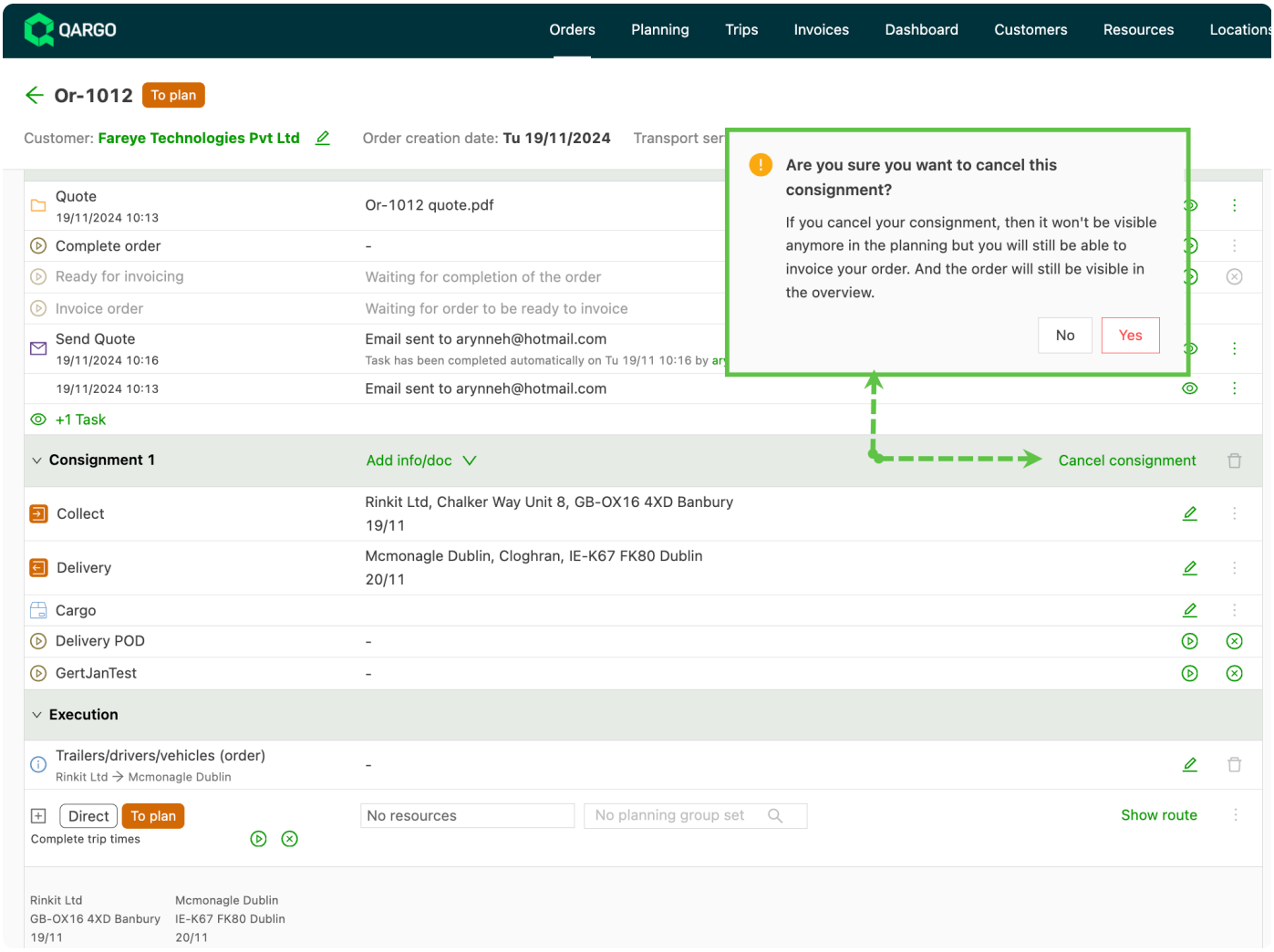
Updated October 14, 2026

A shipment is an element of an order and can therefore be canceled independently of the order itself. This lets the user still provide the customer with an invoice if required, even if the shipment (order) is no longer required. If only the shipment is canceled, the customer can still be invoiced for certain charges or dead freight.

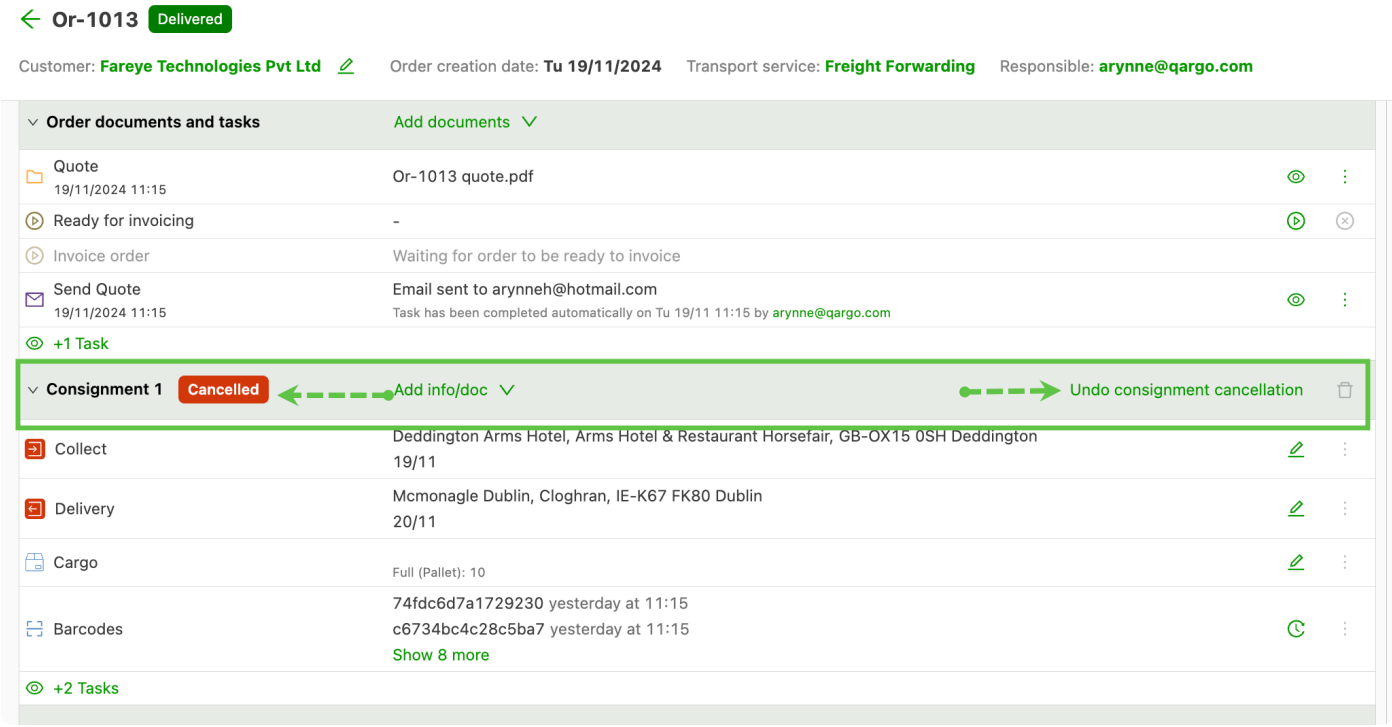
Cancel a shipment

To cancel a shipment in an order:

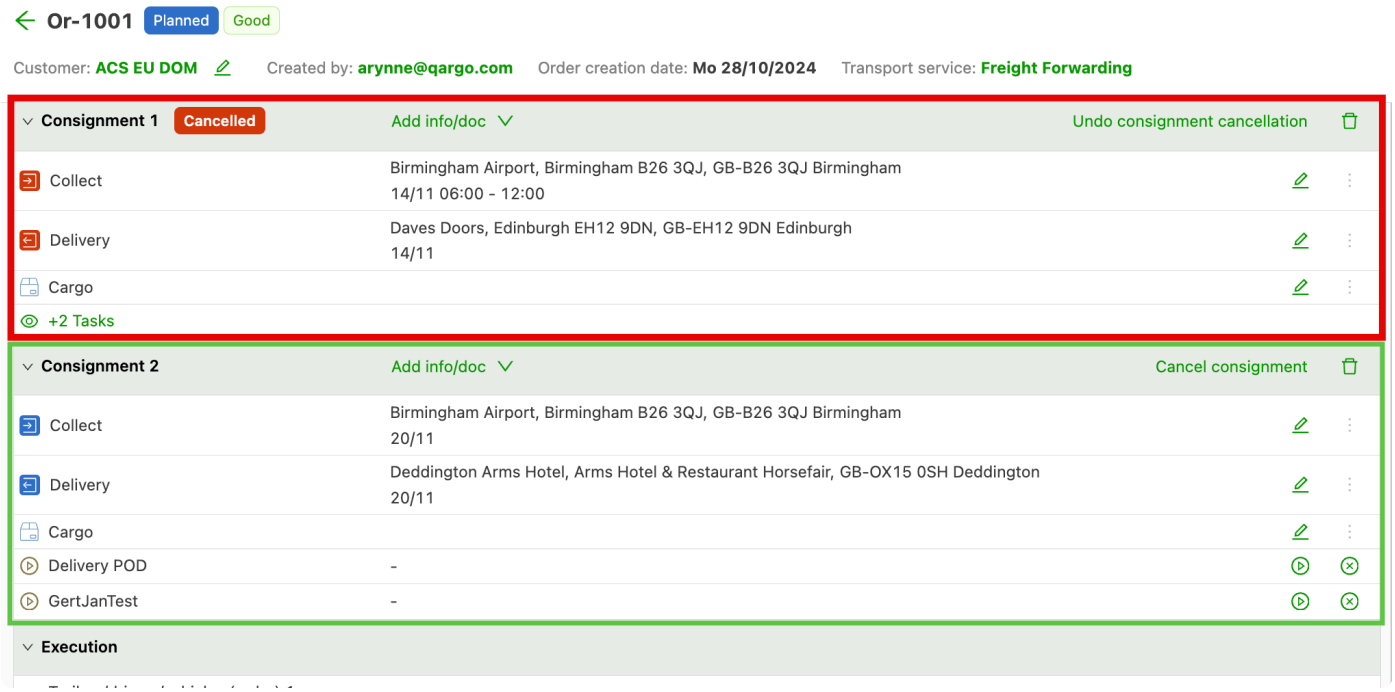
- Navigate to the order detail view and locate the **Shipments** section.
- Select the shipment(s) to be canceled.
- A pop-up confirmation message is displayed. Select **Yes** to confirm the cancellation.



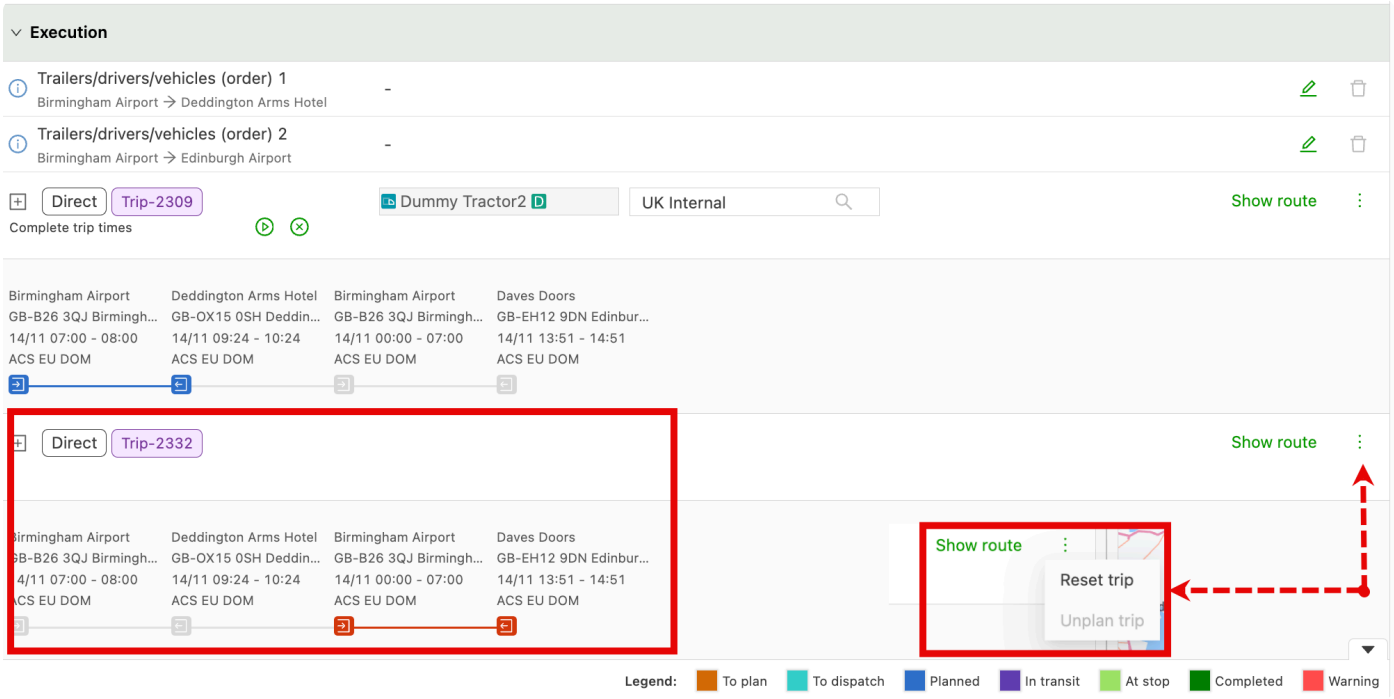
The canceled shipment and its associated details remain in the order but display a status of **Canceled**. There is an option to **Undo** the cancellation.

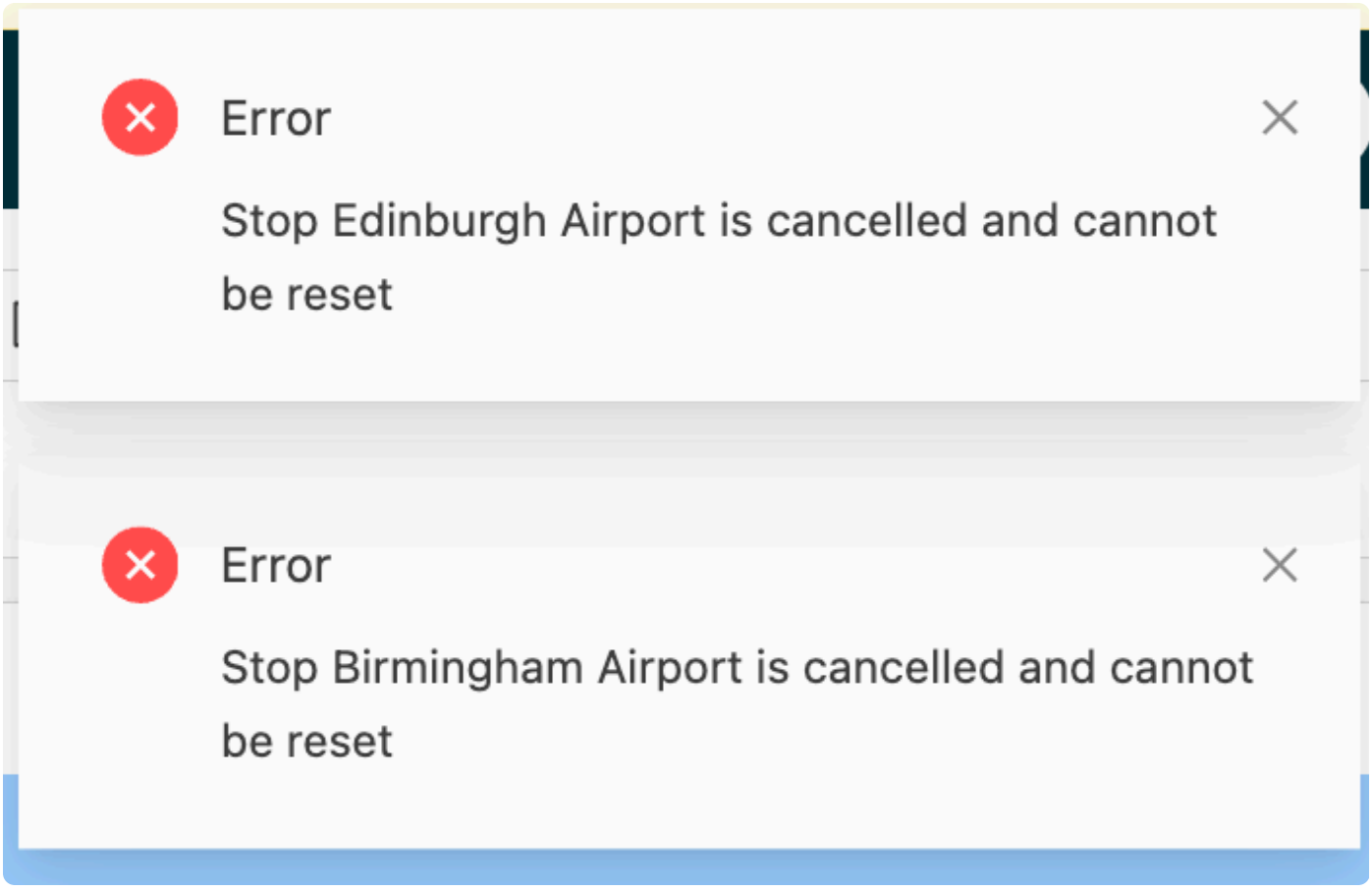


If there are multiple shipments on the order, each one needs to be canceled individually by clicking the **Cancel shipment** option.



The associated stops for the canceled shipment are removed from the routing and appear grayed out. A second load is created with the canceled stops. There is an option to **Reset** the load. However, if the associated shipment still has a canceled status, an error is displayed for each stop.



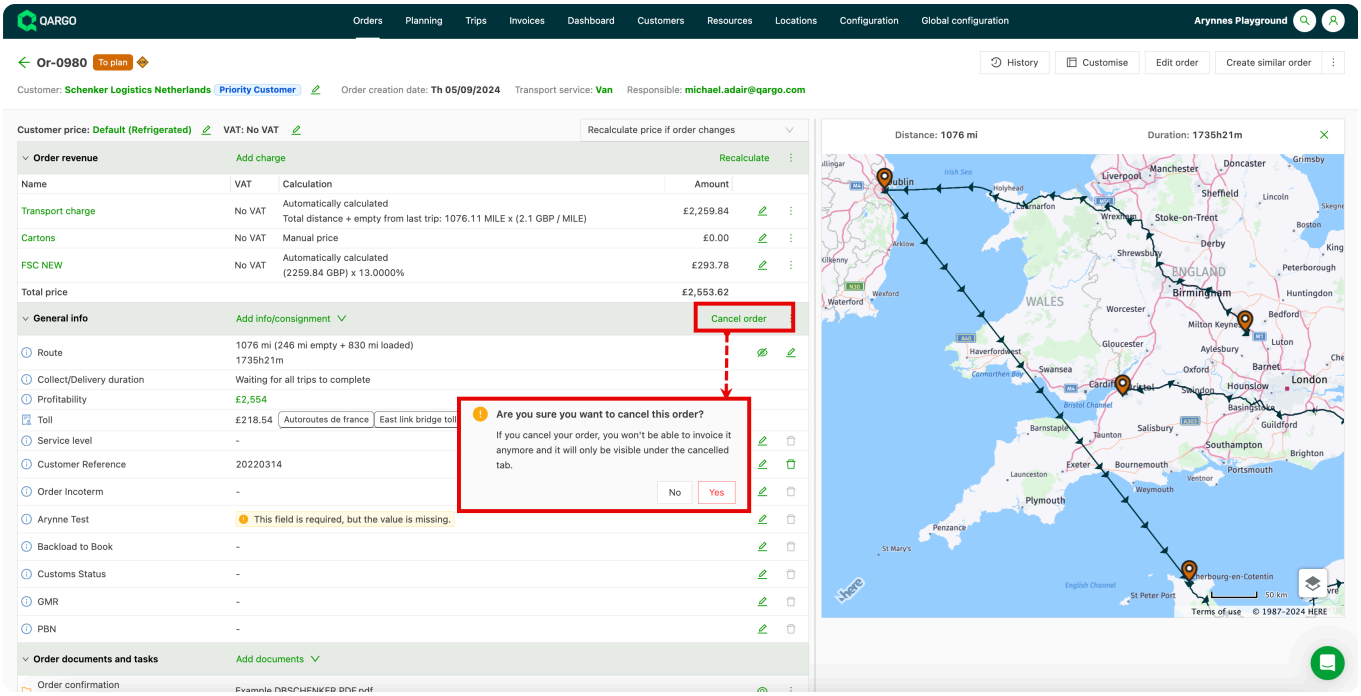


Canceling the shipment does not automatically adjust any rating on the order. Review the order revenue section and adjust the charges manually where necessary.

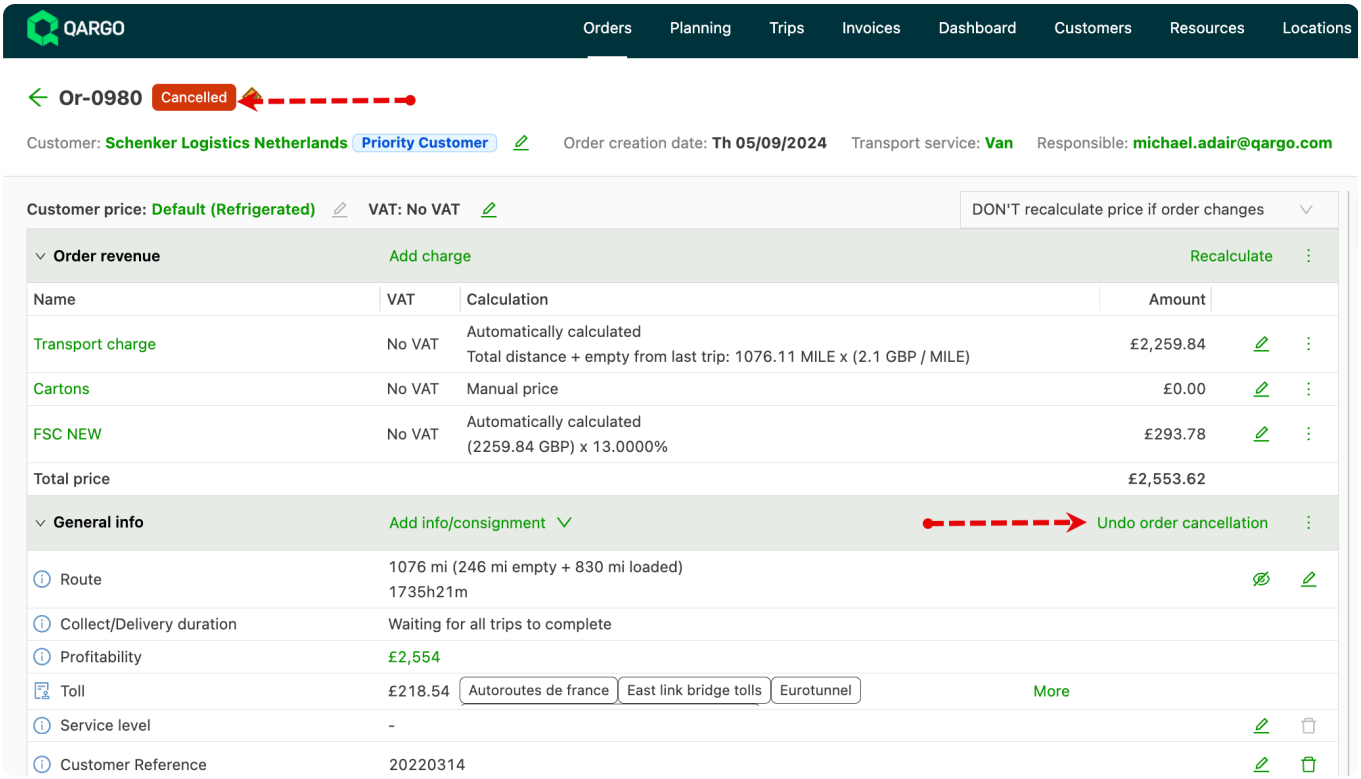
In some instances, it may be appropriate to cancel the entire order. However, canceling an order makes it unavailable for billing.

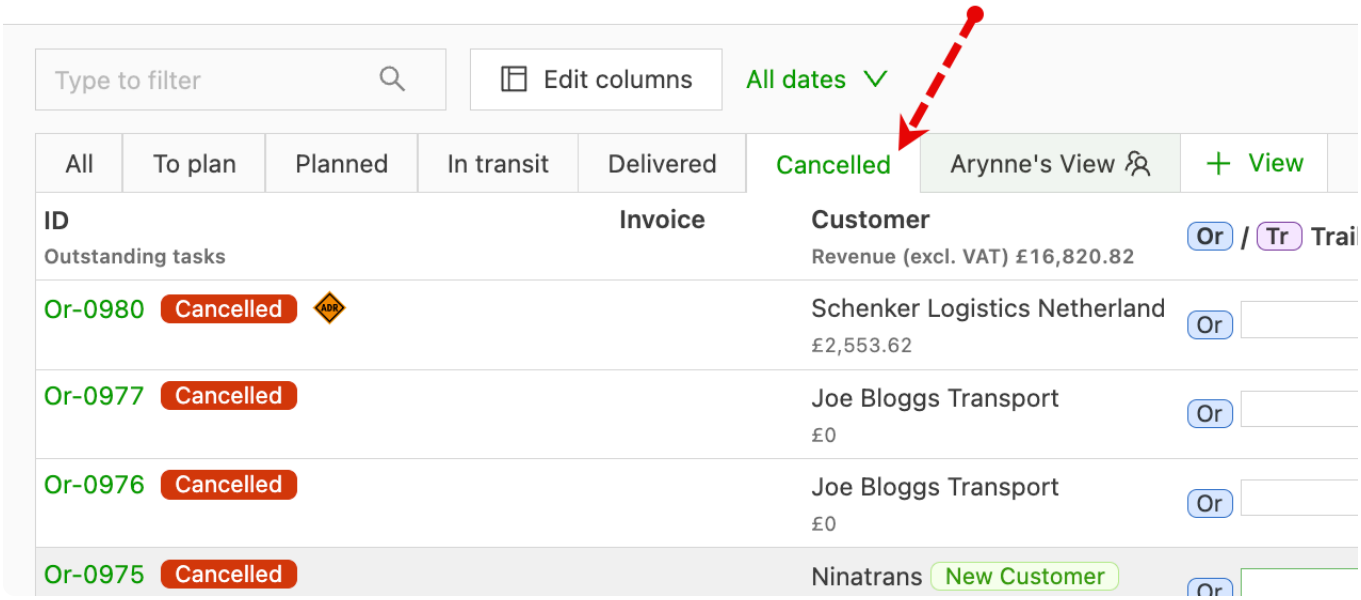
Cancel an order

- To cancel an individual order, navigate to the order details view.
- In the **General info** section, click **Cancel order**.
- A pop-up confirmation is displayed. Click **Yes** to continue.

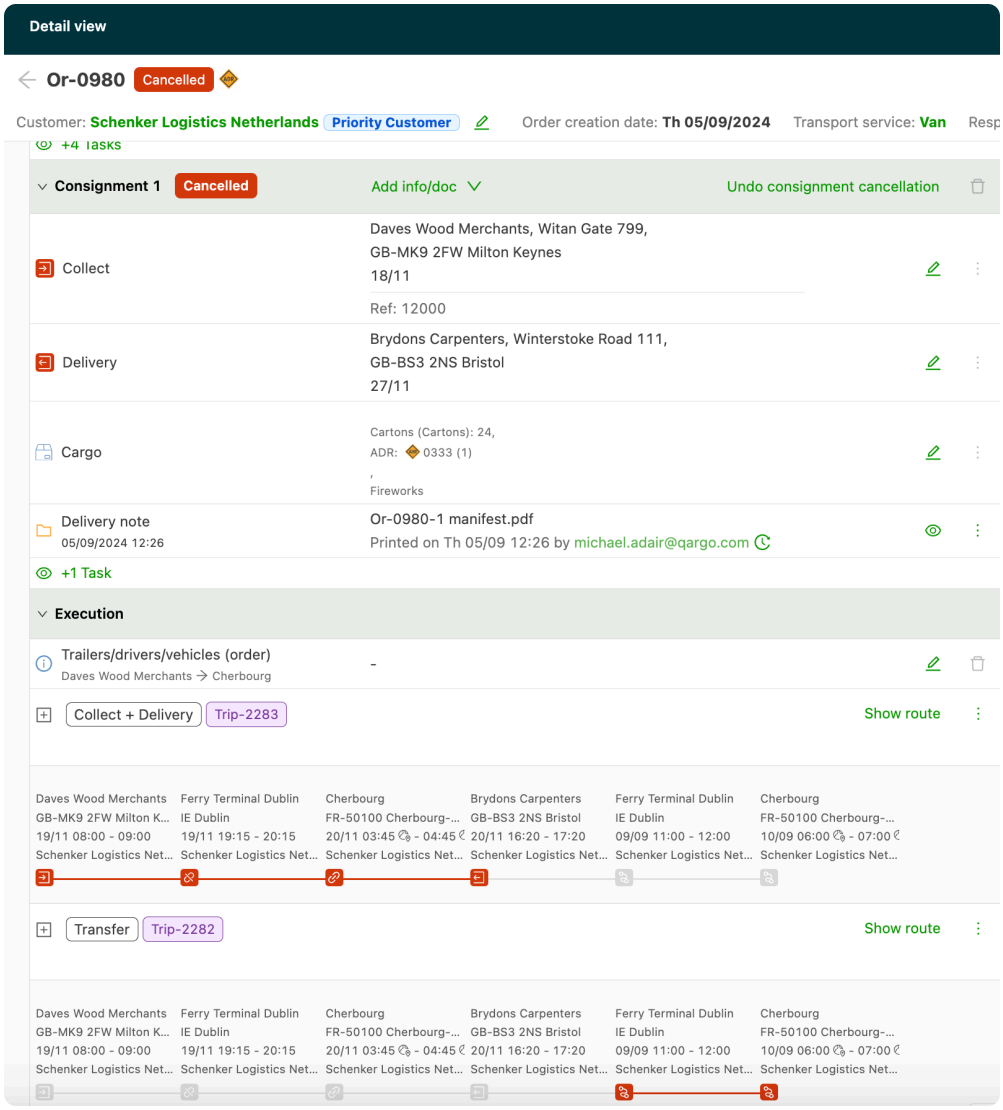


- The order status updates to **Canceled** and the order moves to the **Canceled** tab in the order list. There is an option to **Undo order cancellation** in the **General info** header.





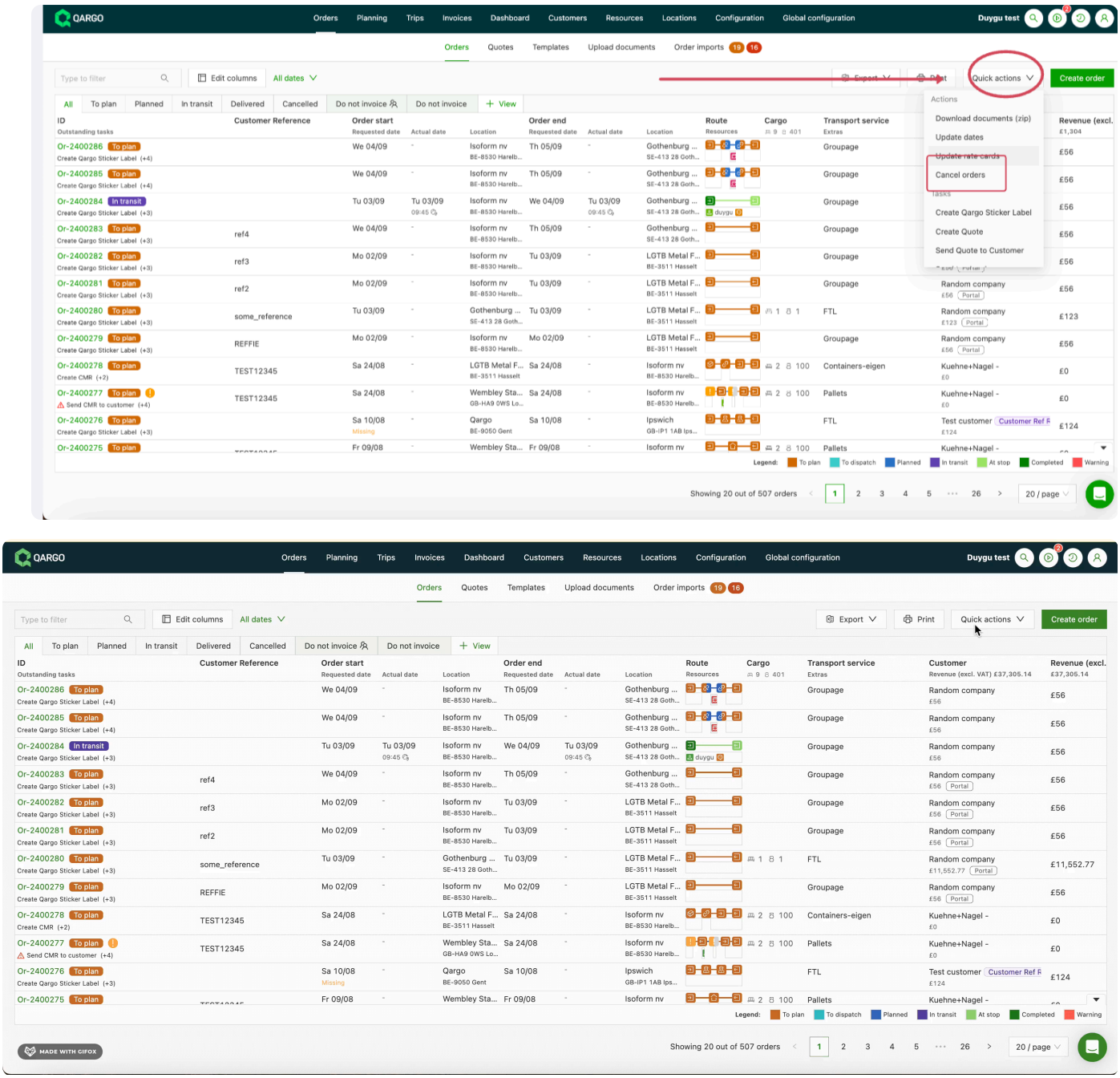
When the order is canceled, all shipments are canceled and the load is reset.



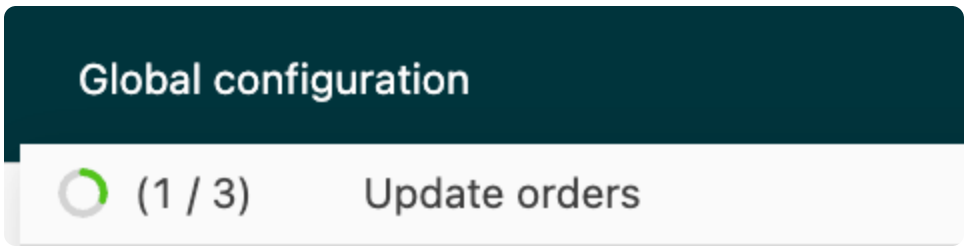
Cancel multiple orders (cancel orders in bulk)

If multiple orders need to be canceled, this can be done from the main **Orders** view page using the **Quick actions** feature.

1. On the **Orders** page, open **Quick actions**.
2. Select the orders to cancel.
3. Click **Cancel orders** at the bottom right.

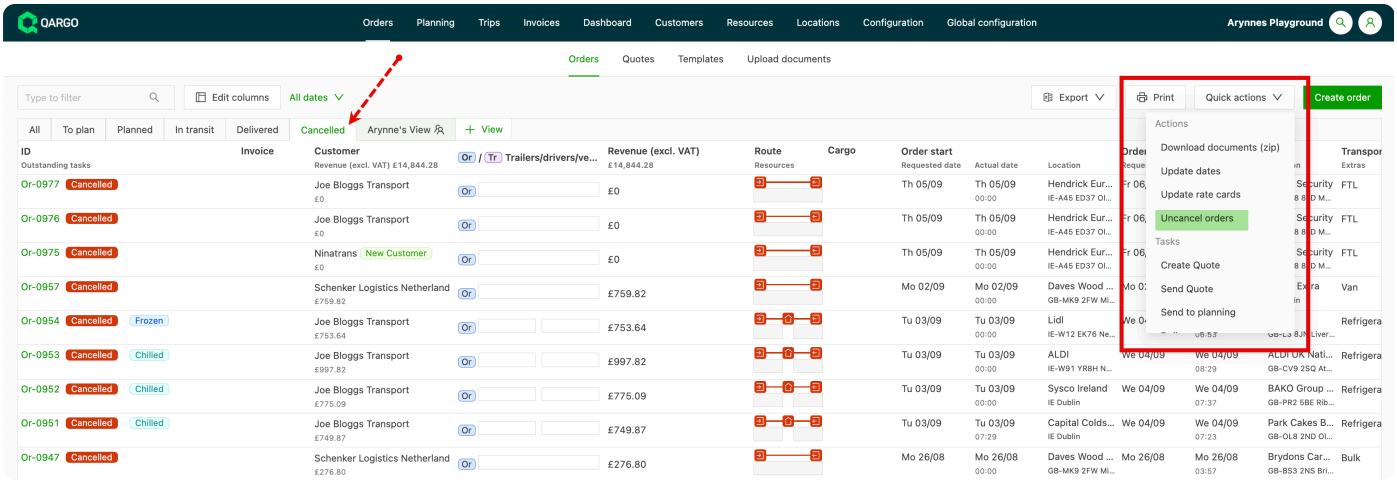


Cancellation runs in the background. Progress is shown at the top right. The order list refreshes automatically once all selected orders are canceled.

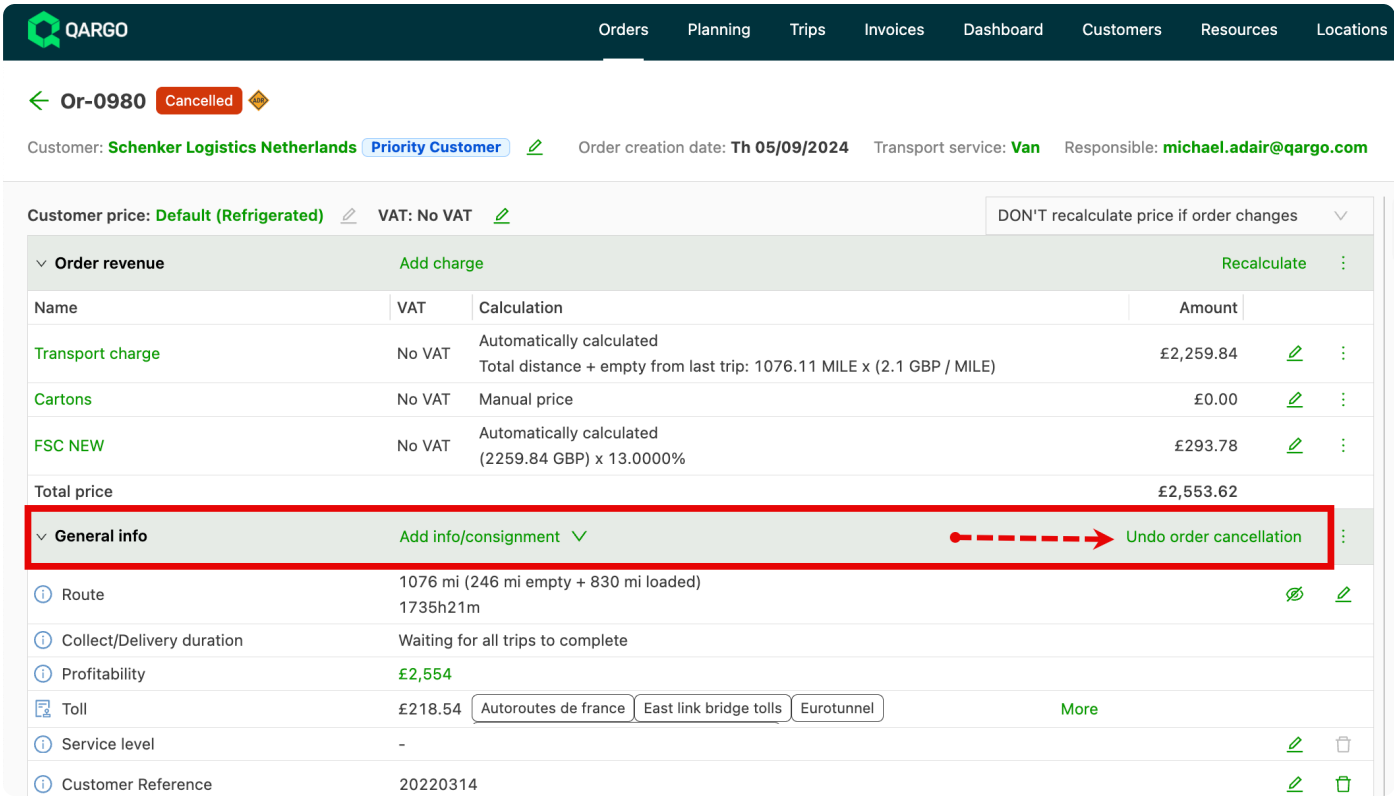


Undo a bulk cancellation

Go to the **Canceled** tab and use the bulk uncancel action. The orders return to **To plan**.



Note: Order and shipment cancellations can be reverted by clicking the **Undo order/shipment** button.



Remember: canceling an order makes it unavailable for billing.