



labelling="Section-Header">Cancelling a collection on Recoweb



You can update a collection request up to 48 hours after the request was logged, providing the request has not been completed or cancelled.

If you need to update the collection after 48 hours, you will need to contact Customer Services on the contact details below.

Log onto Recoweb by taking [this link](#) or Go To www.recoweb.co.uk


- ▶ Select [Cancel a Collection](#) from the homepage
- ▶ Find the request reference you would like to update - you can sort the information by clicking on the column headers)
- ▶ When you've found the booking request, click on the down-arrow in **Action column**
- ▶ Click on **Edit**

Search Collections

 Search  Columns

Action	Ref	Status	Type	Requested	Collection Point	Requestor	Overdue
▼	11-9	Completed	Normal	17/08/2011	Company B - CP02	BPerson	
▼	11-63	Failed and not resolved	Collect only	26/08/2011	Company B - CP02	Bristow	
▼	11-90	Cancelled	Collect only	09/09/2011	Company B - CP02	BPerson	
▼	11-91	Cancelled		20/09/2011	Company B - CP03	user	
▼	11-92	Failed and not resolved	Collect only	20/09/2011	Company B - CP03	user	
▼	11-118	Cancelled	Collect only	04/10/2011	Company B - CP02	BPerson	
▼	11-119	Cancelled	Collect only	04/10/2011	Company B - CP02	BPerson	
▼	11-119	Requested	Collect only	04/10/2011	Company B - CP03	BPerson	

View contact details
Edit

NOTE: to search for a specific request click on the  Search icon. A small window will appear where you can search by a specific collection reference, location name, postcode or ticking the relevant status to search for collection requests e.g. cancelled, requested.

The following screen will be displayed.


- ▶ Click on the **Cancel collection** button

Home Admin Collections Consignment Notes Help Information B BPerson

Section Links
Search collections
Help

Update a Collection

Request Containers

Company	Company B	Collect from	Company B - CP02 
Ref	11-119	Previous ref	
Status	Requested	Type	Collect only
Requested by	B BPerson	Requested date	04/10/2011 10:38
Collection point notes	<input type="text"/>		
Updated by	B BPerson	Updated date	04/10/2011

Save **Cancel collection**



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A small pop-up window will appear prompting you to select a reason for cancelling.

- ▶ Select the reason from the drop-down list
- ▶ Click **Cancel collection**

- ▶ The above window will disappear
- ▶ The Request tab will be displayed notifying you that the collection has been cancelled

Company	Company B	Collect from	Company B - CP02 View
Ref	11-119	Previous ref	
Status	Cancelled	Type	Collect only
Requested by	B BPerson	Requested date	04/10/2011 10:38
Collection point notes			
Updated by	B BPerson	Updated date	04/10/2011

The system will now send an email to:

- ▶ the logistics company notifying them of the cancellation
- ▶ and an **email will be sent to you** for your record.