



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

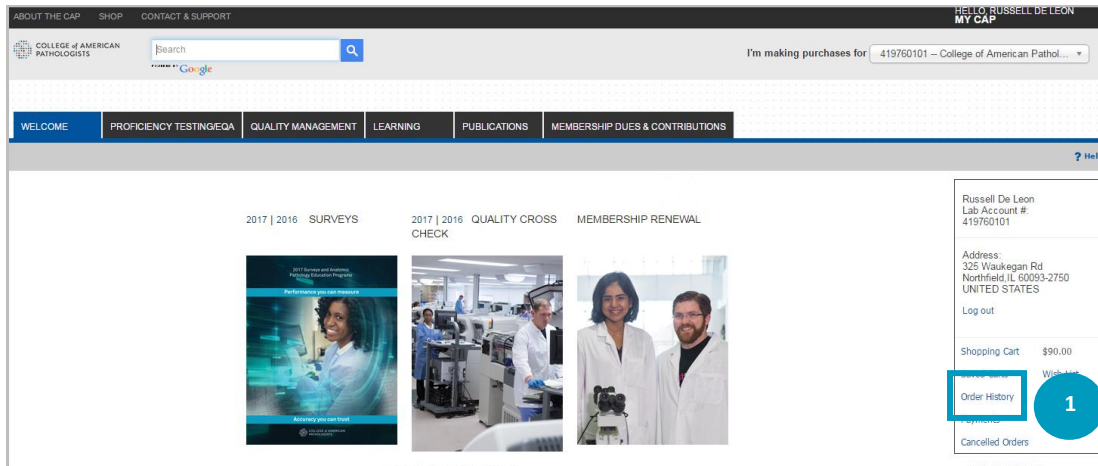
- A credit cannot be issued for any shipping & handling fees once the shipment has been released.
- Participants are responsible for all costs and expenses related to the return of shipments to CAP or its designated distributor if the reason for such return is late program cancellation, refused shipment, 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.

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 GO RESET

Results

Order Number	Order Date	Order Status	PO Number	Order on Hold	Invoice Number	Order Total	Action
1127470	18-AUG-2016	In Progress	12345	No		\$61	
1123965	01-MAY-2016	Cancelled	TEST	No		\$0	
1106707	15-DEC-2015	Complete	RD TEST PO 4	No	2083585, 2084215	\$0	Cancel Item
700328	06-MAR-2008	Complete		No		\$0	

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



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

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

Part Number	Item Name	UOM Ordered	Unit Price	Cancellation Reason	Cancel Qty
GH5L	HEMOGLOBIN A1C INTERNATIONAL	Each 1	\$482.00	CAP error duplicate order	1


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

Item #	Part Number	Item Name	Order Number	UOM Ordered	Cancellation Reason	Cancelled Qty	Price	Item Details
1	GH5L	HEMOGLOBIN A1C INTERNATIONAL	3858129	Each 1	CAP error duplicate order	1	\$482.00	

Sub Total: \$482.00
Tax: \$0.00
Charges: \$147.00
Cancellation Total: \$549.00



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

 **Acknowledgement**

The cancellation reference number **1058528** has been created and an email notification has been sent to you with a return address. Please follow our return instructions and return the items to the return address.

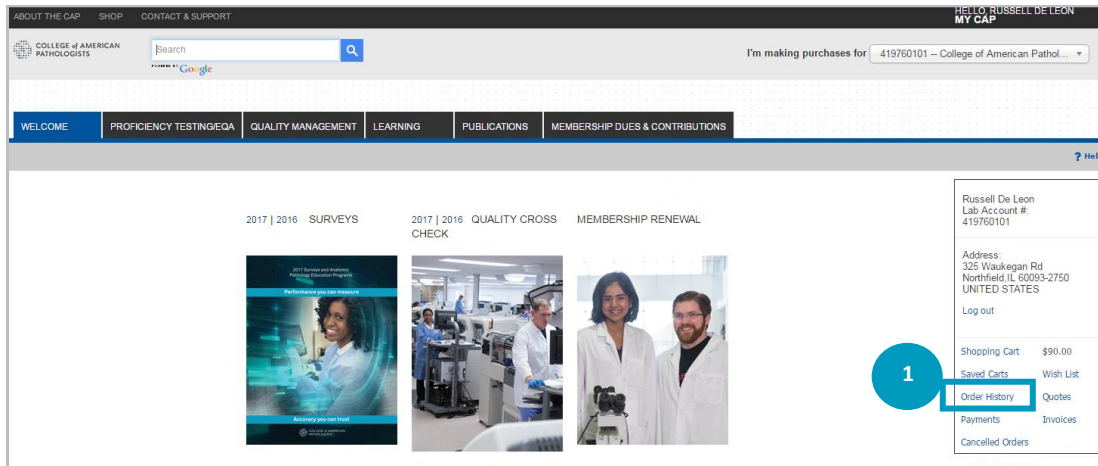
A separate order confirmation will be emailed to the shipping contact once the cancellation has been confirmed.



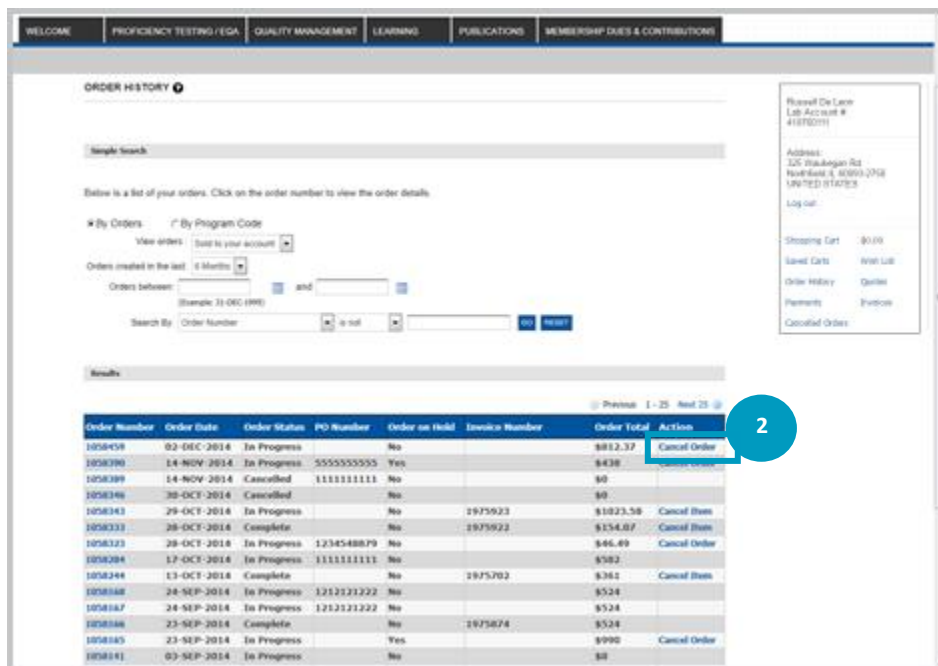
Cancel an Order Purchased on a Lab/Organization Account

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.





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

CANCEL ORDER

*** Required Fields**

Please enter your order cancellation reason and comments.

Reason: Administrative or procedural error

Comments

You may print this page as your receipt ***

Order Information	
Order Number: 10400	Order Date: 25/04/2018
Order Status: Complete	

Customer Information	
Customer Name: College of American Pathologists	

Shipping Information	Billing and Payment Information
Ship To: Ferdinand Rivers College of American Pathologists 221 Wakegate Rd Rutherford, NJ 07070-2100 UNITED STATES	Bill To: College of American Pathologists PO Box 123 Rutherford, NJ 07070-0123 UNITED STATES
Shipping Method:	Payment Type: Credit Card - XXXXXXXXXXXXXXX
Shipment Priority:	Payment Terms: CREDIT CARD
Shipping Instructions:	PO Number:

Item Number	Item Name	UOM	Ordered	Shipped	Status	Unit Price	Item Total	Item Details
PUR223	FLOW CYTOMETRY IN EVALUATION OF HEMATOPOIETIC NEOPLASMS: A CASE-BASED APPROACH	Each	5	2	In Progress	\$150.00		
PUR217	AN ALGORITHMIC APPROACH TO HEMOSTASIS TESTING	Each	2	2	In Progress	\$112.50		
Shipping and Handling						Sub-Total	\$275.00	
Tax							\$37.37	
							\$4.00	
						Total:	\$316.37	

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.

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

The screenshot shows the CAP website interface. At the top, there is a navigation bar with links for 'ABOUT THE CAP', 'CONTACT & SUPPORT', 'HELLO MY USER HOME', and 'LOG OUT'. Below this is a search bar and a dropdown menu for 'I'm making purchases for' with the value '107230101 - Lavenex Health Corp - Lab'. A secondary navigation bar contains links for 'WELCOME', 'PROFICIENCY TESTING / EQA', 'QUALITY MANAGEMENT', 'LEARNING', 'PUBLICATIONS', and 'MEMBERSHIP DUES & CONTRIBUTIONS'. The main content area features a green acknowledgement box at the top stating 'Acknowledgement Order is cancelled'. Below this is the 'ORDER HISTORY' section, which includes a search bar and a table of orders. The table has columns for 'Order Number', 'Order Date', 'Order Status', 'PO Number', 'Order on Hold', 'Invoice Number', 'Order Total', and 'Action'. The first row in the table is highlighted in orange and shows an order with a cancelled status. On the right side of the page, there is a user profile for 'Russell De Leon' with account information, address, and links for 'Shopping Cart', 'Saved Curls', 'Wish List', 'Order History', 'Quotes', 'Payments', 'Invoices', and 'Cancelled Orders'.

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.