



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**.

The screenshot shows the CAP website home page. In the top right corner, there is a user menu for 'HELLO, JACQUELINE WHITE MY CAP'. The 'Order History' link is highlighted with a blue circle containing the number '1'. Other links in the menu include Shopping Cart, Saved Carts, Web List, Quotes, Invoices, Canceled Orders, Medical Director (UPDATE), and Ordering Contact (UPDATE).

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

The screenshot shows the 'ORDER HISTORY' page. The search filters section is highlighted with an orange box. A tip box on the right says: 'TIP: Use the search functionality to limit your results as needed.' In the table below, the 'Cancel Item' button for order 1173490 is highlighted with a blue circle and the number '2'.

Order Number	Order Date	Order Status	PO Number	Order on Hold	Invoice Number	Order Total	Action
1173508	10-AUG-2017	Complete	12345	No		\$664.	
1173490	07-AUG-2017	Complete	24681012	No		\$839.	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 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

5

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	\$1,068.00	Illogical combination	0
LBAS	LEGIONELLA ANTIGEN DETECTION	Each	1	\$358.90	Missing permit	0
LBC	LAMELLAR BODY COUNT	Each	1	\$358.90	Discontinued Testing	0
LCW	CHEMISTRY-LIMITED , WAIVED	Each	1	\$199.98	Wrong product/course 3	0
LKM	LIVER-KIDNEY MICROSOMAL ANTIBODY	Each	1	\$478.74	Wrong billing info	0
LN11	SERUM ETHANOL, CVI	Each	1	\$397.94	Laboratory closed/merged	0
LN12	C-REACTIVE	Each	1	\$367.64	Changed instrument/testing method	0
LN12E	C-REACTIVE	Each	1	\$387.84	Billing error	0
LN13	BLOOD GAS	Each	1	\$480.76	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.2018	KRAS	1173490	Each	1	Wrong product/course	1	\$-567.62	

Sub Total: \$-567.62
Tax: \$-27.67
Charges: \$0.00

Cancellation Total: \$-595.29

6

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

Acknowledgement

The cancellation number **1173655** 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](#).

The screenshot shows the CAP website home page. At the top right, the user is logged in as 'HELLO, JACQUELINE WHITE' with 'MY CAP' next to it. Below the navigation bar, there are several promotional banners for '2017 | 2018 SURVEYS', '2017 | 2018 QUALITY CROSS CHECK', and 'MEMBERSHIP RENEWAL'. On the right side, there is a user profile section for 'Jacqueline White' with a 'Log out' link and a list of navigation options. The 'Order History' link is highlighted with a red circle and the number 1.

2. Click [Cancel Order](#) in the Action column.

The screenshot shows the 'ORDER HISTORY' page. It includes a search bar, a filter section with radio buttons for 'By Orders' and 'By Program Code', and a table of orders. The 'Cancel Order' button in the 'Action' column of the first row is highlighted with a red circle and the number 2.

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**.

ABOUT THE CAP SHOP CONTACT & SUPPORT HELLO, JACQUELINE WHITE MY CAP

COLLEGE of AMERICAN PATHOLOGISTS Search I'm making purchases for 419760101 - College of American Pathol...

WELCOME PROFICIENCY TESTING/EQA QUALITY MANAGEMENT LEARNING PUBLICATIONS MEMBERSHIP DUES & CONTRIBUTIONS Help

CANCEL ORDER

Required Fields CANCEL CONTINUE

Please enter your order cancellation reason and comments

3 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 Waukagan Rd Northfield, IL 60093-2750 UNITED STATES		Bill To: Eleonora Savitch, MD 1883 Rentroe 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

4 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.

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 My CAP user interface. At the top, there is a navigation bar with links for 'ABOUT THE CAP', 'SHOP', and 'CONTACT & SUPPORT'. A search bar is present, and the user is logged in as 'HELLO, JACQUELINE WHITE MY CAP'. Below the navigation, a green banner displays a checkmark and the text 'Acknowledgement Order is cancelled'. Underneath is the 'ORDER HISTORY' section with search filters. A table lists order details, 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	

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.