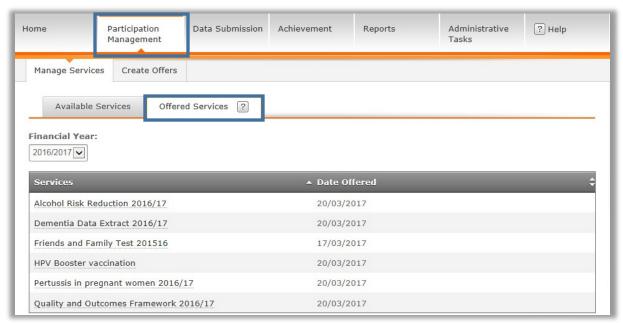## Cancelling a Quality Service Job Aid

As a Commissioning Organisation, you have the ability to cancel Quality Services that have been accepted or rejected by Service Providers. This job aid outlines the basic steps required to perform this task.

This job aid is aimed at Commissioning Organisations with the role of 'Commissioning Management'.

Note: The data that appears in this job aid is for training purposes only and does not represent actual data.
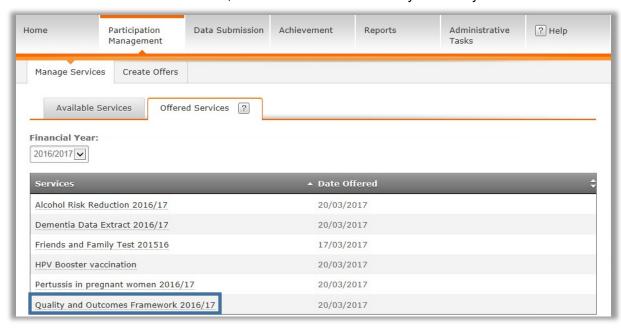
1. From the CQRS Home screen, select the **Participation Management** tab and then select the **Offered Services** sub-tab.
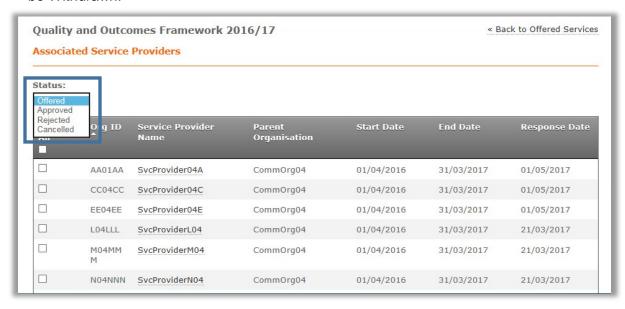

NOTE: Offered Quality Services can be filtered by financial year. All Quality Services that have been offered in the current financial year display by default.

2. From the **Offered Services** list, select the link of the Quality Service you wish to cancel.
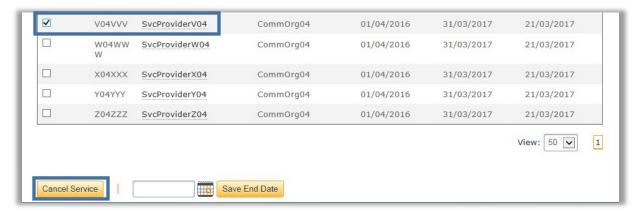

3. Select **Approved** or **Rejected** from the **Status** drop down menu to display the Service Providers who have Accepted or Rejected the offered service. Only services in these two statuses may be cancelled. Services which have been Offered cannot be cancelled but may be Withdrawn.

4. Locate the Service Provider(s) for whom you wish to cancel the Quality Service offer.

5. Select the checkbox adjacent to the Service Provider(s), and then select the **Cancel Service** button.

6. The confirmation message displays to make sure you want to cancel the Quality Service for the Service Provider(s). Select the **Yes** button.

An acceptance confirmation message displays, confirming that you have successfully cancelled the Quality Service. Note that selecting the **Yes** button will trigger a message that tells the Service Provider(s) that the Quality Service has been cancelled.