

Section 7.6: Uncanceling Runs

There may be a time for a dispatcher to uncancel a call.

The following procedure should be used for uncanceling a trip:

1. You must use the Call Taking module to uncancel trips. In the Customer Trip Summary section, select the trip you want to uncancel and press CTRL-T.
2. Open the Trip tab and hover over Call Taking, then select “Uncancel”.
3. Choose an uncancel reason and, optionally, add comments.
4. When you uncancel a trip, its new status depends on the canceled status it had and when you cancel it, for example:
 - a. If you uncancel a trip that is in Canceled Open, Canceled Assigned, or Canceled Assigned/Confirmed status on its original trip date, it is changed to the Open status. The trip is then displayed in the Open Work module when its pick-up time is within the Open Work Lead Time.
 - b. If you uncancel a trip that is in Canceled Complete status on its original trip date, it is changed to the Complete status.
 - c. If you uncancel a trip that is in any of the canceled statuses before Canceled Open (for example, Canceled Will Call or Canceled On Hold), it is changed to the associated active status (for example, Will Call or On Hold).
 - d. If you uncancel a trip that is in any status after its original trip date, it is changed to the Complete status.
5. Then either cancel the call in open work or reassign it to a unit and complete it, or cancel it in the appropriate state.
 - a. Correct call times as necessary.