

# SOLID DEALER PORTAL REFERENCE GUIDE



## Dealer Training



How to cancel a contract

# How to cancel a Contract

In this section we will learn how to request a cancellation

# How to request a cancellation

Find your customer . . . Click the “Customer” menu option  
Search Customer | click on Customer . . . STOP! Select the “Services” Tab and click “Request Cancellation”

- Dashboard
- Customer
- Check Coverage
- Sales 2
- Customers**
- Jobs
- Administration
- My Details
- Billing
- User Admin

Account Type	Person	Date Registered	5/Jan/2022
Sales Agent	Mr Web Api	Invoice Delivery	Gets Invoice
Customer Name	Cobusplay Three	Address	Box33 Lekki Lagos 123123 Nigeria
Primary Contact	Mr Cobusplay Three	Email Address	1234333@abc.com
Phone Number	07012345333	ID Number	12345678903
Gross Monthly Income	₦1.00	Employer	Business ABC
Job Title	Gauteng	Employee Service Length	0 - 2 Years
Birth Date	23/01/1990	Nigerian Citizen	No
Resident Status	Permanent Resident		

Quotes 8/9   Tickets 25/25   Orders 4/8   **Services 4/4**

Request Cancellation

Action	Account-Id	Status	Services	Product	Start Date	End Date
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# How to request a cancellation

Ensure all the “Required Information” marked with the \* is entered for the entire page and scroll down . . .

## Request Cancellation For - Cobusplay Three

Active Account

Refresh Back

New Cancellation Request for: Y11			
Master Account	Cobusplay Three	Account Use	Person
Primary Contact	Mr Cobusplay Three	Account Manager	Not Specified

Required Information		
Contact Name*	<input type="text" value="Mr Cobusplay Three"/>	Enter the name and surname of the contact person.
Contact Emails*	<input type="text" value="1234333@abc.com"/>	Enter any email addresses to be included in communication separated by commas (e.g. a@email.com,b@email.com).
Contact Number	<input type="text" value="07012345333"/>	Enter a contact number.
Cancellation Authorisation*	<input type="button" value="Choose File"/> No file chosen	Upload file as proof of customer cancellation authorisation.
Cancellation Reason*	<input type="text" value="Please Select"/> <input type="checkbox"/> Bad Debt	Please select a cancellation reason and provide comments.

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- Logout

# How to request a cancellation

This customer requested order # X35 be cancelled. It is very important to note that you need to select BOTH order numbers as they belong to the same Sub-Account as indicated below. This will inform Head Office to cancel all instances belonging to that order (i.e. the contract & the hardware). Once you have selected the cancellation – click “Log Cancellation”. The request will be sent to Head Office to process.

Log Cancellation

Services (10) Active Cancellations (0)

Active Services for Master Account: Y11

Order Number	Sub-Account	Contract	Start Date	End Date	Contract Term	Remaining	Calculated	Adjusted	Comment	Cancel
X35	Y11-4	NY3JUYC10GB8: NGtest YahClick 4Gen 10GB ( <del>₦10,000.00</del> ) set ( <del>₦21,500.00</del> ) Services: YahClick: YTT2000149016, Box33	11/Jan/2022		Month-to-month		₦0.00	0 Waive / Reset		<input checked="" type="checkbox"/>
X35	Y11-4	HT2000: HT2000 ( <del>₦0.00</del> ) Services: Stock Service	6/Jan/2022		Month-to-month		₦0.00	0 Waive / Reset		<input checked="" type="checkbox"/>
X31	Y11-3	NoFront12: NGtest YahClick 4Gen 10GB ( <del>₦10,000.00</del> ) set ( <del>₦209,302.33</del> ) Services: YahClick: YTT2000148978, Box33	6/Jan/2022		Month-to-month		₦0.00	0 Waive / Reset		<input type="checkbox"/>
X31	Y11-3	HT2000: HT2000 ( <del>₦0.00</del> ) Services: Stock Service	6/Jan/2022		Month-to-month		₦0.00	0 Waive / Reset		<input type="checkbox"/>
X29	Y11-2	Q75GBROLLV1: YahClick 75GB Data Rollover Quarterly Charged ( <del>₦66,976.74</del> ) set ( <del>₦410,232.56</del> ) Services: YahClick: SKY2000147551, Box33	6/Apr/2022		12 months	448 days	₦314,882.43	314882,43 Waive / Reset		<input type="checkbox"/>
X29	Y11-2	Q75GBROLLV1: YahClick 75GB	6/Jan/2022	6/Apr/2022	12 months	83 days	₦0.00	0		<input type="checkbox"/>

The End