

## labelling="Section-Header"> Cancelling a Dispatched Audio file **Audio**<sup>NET</sup>

1. Log onto the AudioNET<sup>®</sup> Website with the User Name and Password provided
2. Click " **Delivery Confirmations**"
3. Locate Key Number you are cancelling – **Click Action-Cancel Delivery**

Delivery Date	Downloaded	Action
29/04/2021 at 3:28:52 PM	25 of (49)	<ul style="list-style-type: none"> <li>Download WAV</li> <li>Download MP3</li> </ul>
29/04/2021 at 3:28:33 PM	14 of (16)	<ul style="list-style-type: none"> <li>Delivery Receipt</li> <li>Resend Delivery</li> <li>Cancel Delivery</li> <li>Create Distribution List</li> </ul>
29/04/2021 at 3:28:13 PM	12 of (46)	<ul style="list-style-type: none"> <li>Cancel Delivery</li> <li>Create Distribution List</li> </ul>
29/04/2021 at 3:27:55 PM	All (5)	<ul style="list-style-type: none"> <li>Edit JobCard</li> </ul>

4. Either Tick the boxes next to each station where you need the delivery cancelled or Select all receivers at the bottom. Click Confirm Selected.

<b>3GG - Warragul (Gippsland)</b>	29/04/2021 at 4:38 PM	<input checked="" type="checkbox"/>
<b>3YB 94.5 - Warrnambool</b>	29/04/2021 at 3:29 PM	<input checked="" type="checkbox"/>
<b>Coast FM 95.3 - Warrnambool</b>	29/04/2021 at 3:29 PM	<input checked="" type="checkbox"/>
<b>Flow FM 106.3 - Yarra Valley</b>	<b>Not Downloaded</b>	<input checked="" type="checkbox"/>
<b>Select all receivers:</b>		<input checked="" type="checkbox"/>
<input type="button" value="Confirm Selected"/>		

5. **Alert Options:** Use the drop-down menu to alert Incorrect Material and write a message to inform what the error is.
  - Eg: Incorrect Key Number, New Audio will be uploaded with correct key number information.
  - Incorrectly sent to Bris markets, please purge this file.
6. Tick the box to receive an updated delivery confirmation email if you need. **Click** Cancel Selected. A success message will be displayed.

### CANCELLATION FEES:

Cancellations done within 1 business day by the agency will **not** incur a fee.

Cancellation Fees will be issued:

- If you request AudioNET to cancel a delivery on your behalf.
- Cancellations processed past 1 business day of the dispatch date.
- Cancellation fees are calculated at 25% of the total dispatch fee.

**Audio**<sup>NET</sup> Support Contacts

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