Cancel Dispatched Audio File with Audio⟩⟩

1. *Log into* the AudioNET® Website with the Username and Password provided.

2. *Click* the **Delivery Confirmations** button (AudioNET® Quick Links).

3. *Find* Key Number you are cancelling and *click* the **Action** button.

   3.1. *Choose* the **Cancel Delivery** option.

4. Either *tick* the boxes next to each Station where you need the Delivery cancelled <u>or</u> *tick* the box next to "Select All Receivers" at the bottom of the list.

   4.1. *Click* the **Confirm Selected** button.

5. "**Remove Key Numbers**":

   5.1. *Tick* the box <u>if</u> you want to remove the Key Numbers from the Ingestion Queue (Defaults to Ticked).

   5.2. *Tick* the box <u>if</u> you want to remove the Key Numbers from AudioNET. (Defaults to Unticked).

6. "**Alert Options**":

   6.1. Use the drop-down menu to alert Incorrect Material.

   6.2. Write a message to inform what the error is.

   E.g. Incorrect Key Number, New Audio will be uploaded with correct key number information *or* Incorrectly sent to Bris markets, please purge this file.

   6.3. *Tick* the box to send the Recipients a Cancelled Delivery Email (Defaults to Ticked). <u>If unticked</u>, steps 6.1 & 6.2 are not needed.

   6.4. *Tick* the box to receive an updated Delivery Confirmation Email if you need (Defaults to Unticked).

7. *Click* the **Cancel Selected** button.

8. A message will be displayed: 'The selected destinations have been cancelled'.

9. *Click* the **Return to Delivery Confirmations** button to return to the Delivery Confirmations page.

10. Log-out by clicking the link at the top right-hand side of the AudioNET® page. User will be returned to the Log In page after clicking Log Out.

Cancellation Fees:

AudioNET will **not** refund the dispatch cost for audio cancelled more than 24hrs after the dispatch transaction.

Audio⟩⟩ Support Contacts

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