

How to Remove a Customer from the Cancellation Queue

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When you highlight the customer in the cancellation queue, you click on EDIT, then you click on the DELETE button on the top left side of Sedona office -- red arrow

The screenshot displays the SedonaOffice application interface. On the left is a navigation tree with various modules. The main window is titled 'Cancellation Queue' and shows a table with one customer entry. A red arrow points from the 'DELETE' button in the top-left corner of the application window to the 'DELETE' button in the 'Delete Entry' dialog box.

SedonaOffice

File Edit View SedonaOffice Customer Query Tools Window Help

Sedona Security

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Cancellation Queue

RMR Region: <All Reasons> Branch: <All Branches>

Total in Queue: 1 Total RMR: \$0.00 Contract Balance: \$0.00

Customer #	Name	Branch	Reason	Effective Date	Follow Up	Reduce RMR	Sites	Contract	Full	Reference	C/S	Cancel
49707-1	Miguel Gutierrez	MI	Account Test123	6/27/2024	6/27/2024	0.00	1	0.00	Y			N

Delete Entry

Are you sure that you wish to delete customer 'Miguel Gutierrez' from the queue?

Yes No Cancel

Completed Only All Tasks Complete

New Edit Close