**Item Cancellation**

There are times after sending out the PO (Purchase Order) to the vendor, that requestors might face some situation such as the following:

-Incredibly huge delay by vendor despite the lead-time stated on the quotation, perhaps due to out-of-stock or other reasons
-No longer need some items stated inside the PO anymore

Requestors can check with the vendor whether any cancellation charge will be incurred, and confirm with the vendor in e-mail writing that they want to cancel certain items in the PO, and get vendor’s acknowledgement reply. Usually if it is an indefinite delay by the vendor, we are able to cancel the items without incurring any charges. Office Admin will assist with making a PO variation in Synergix system with this e-mail confirmation & acknowledgement, to cancel the items.

If it is a PO that we do not need to send to vendor (Example Online ordering via website etc.), requestors can just write to Office Admin via email to cancel the PO.