

# Removing a Customer from Cancellations

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If a customer is no longer going to be canceled either by the customer's choice or a decision made by your company, the customer may be removed from the Cancellation Queue. If the customer's recurring lines were previously manually canceled, the User will need to delete the recurring line cancellations or set up new recurring lines.

To remove a customer from the Cancellation Queue, highlight the cancellation record in the Cancellation Queue then click the Delete button located on the application Function Button toolbar.

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The User will be presented with a confirmation message box asking if you are sure you want to delete the customer from the Cancellation Queue; click the Yes button to accept. The customer will be removed from the Cancellation Queue.