KNOWLEDGE BASE ARTICLE

How to Cancel an Absence Request

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Overview

Plans change. In the **My Absences web part** of Vitextra Absence & Coverage you can withdraw a request yourself, whether it is still waiting for approval or has already been approved. The request stays in your **list** with the status **Cancelled**, your days are released, and the absence disappears from the Team Absence Calendar.

This article explains who can cancel which requests, how to do it and what the cancellation changes.

Who can cancel a request and when

The **Cancel request** action is shown in the row of a request when both conditions are met:

- the status is **Pending approval** or **Approved**, and
- the **end date** of the request has not passed, which means the end date is today or later.

This means you can also cancel a request that has already started, for example when you return to work earlier than planned.

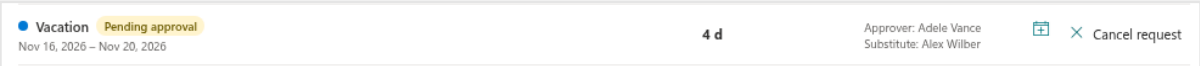
Request	Cancel request shown?
Pending approval, end date today or later	Yes
Approved, end date today or later	Yes
Approved, end date in the past	No
Rejected or Cancelled	No

Only the employee who submitted a request can cancel it in the web parts. The approver and the manager do not have a cancel action; an approver can only approve or reject requests that are pending.

How to cancel a request

1 Open the page with the **My Absences** web part.
2 If the request is in another year, use the year arrows at the top of the web part until the **My requests** section shows the right year.
3 Find the request in the list.

4 Select **Cancel request** at the right end of the row.



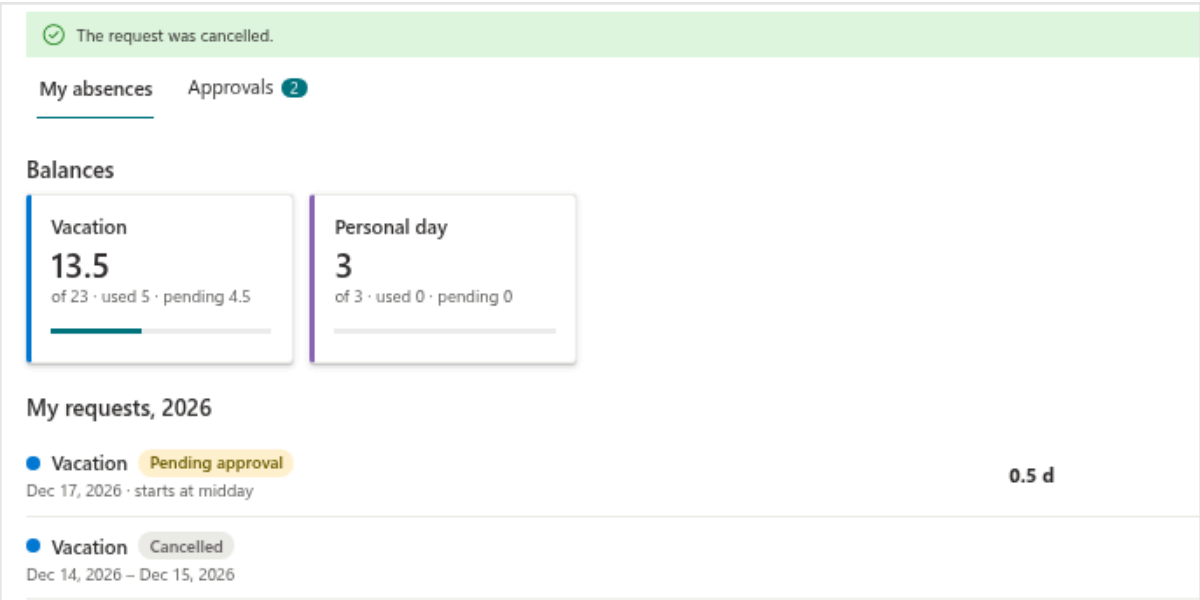
The Cancel request action in a request row

The request is cancelled immediately and the message *The request was cancelled.* appears.

Warning

There is no confirmation dialog. As soon as you select **Cancel request**, the request is cancelled and the action cannot be undone in the web part. To request the absence again after a mistaken cancellation, you have to submit a new request, which for a type with approval goes through the approver again.

What happens after you cancel



The cancelled request and the released balance

Area	Effect
Status	The request changes to **Cancelled** and stays in the list of the year. It has no actions any more
Balance	The days of the request no longer count as *used* or *pending*, so the remaining

Area	Effect
	days increase accordingly
Team Absence Calendar	The absence is no longer shown, including in the **Away today** block and the CSV export
Approver	A pending request disappears from the **Approvals** tab of the approver
Substitute	Substitutions created for this request are set to **Cancelled** and disappear from the **I cover** and **Covering me** tabs of the substitute and the absent person
Calendar file	The **Add to my calendar** icon is no longer offered for the request

The calendar file is a one-time snapshot. If you have already imported the absence into Outlook or Google Calendar, delete that event there yourself; the cancellation is not synchronised to it. See KB10333. How to Add an Absence to Your Outlook or Google Calendar (.ics File).

Note

The product sends no e-mail or Teams messages. Your approver, your substitute and your colleagues are not notified of the cancellation. If they are expecting you to be away, tell them yourself.

Requests in the past

When the end date of a request has passed, the **Cancel request** action is no longer available, even if the status is still **Approved**. The web part cannot change such a request. If a past request was entered by mistake, or an absence did not take place, contact your HR department or the administrator of the **site**, who can correct the record.

If your absence is still running and you only want to change the dates, cancel the request, then submit a new one with the correct dates. Make sure the new period does

not overlap with a request that is still active, because overlapping requests are not accepted.

Tip

If you only want to change the substitute, you do not need to cancel the request. A substitution can be cancelled separately by the absent person in the **Substitutions** web part. See KB10350. How Absence Requests and Substitutions Work Together.

Terms

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.