Cancelling a Pending Fax
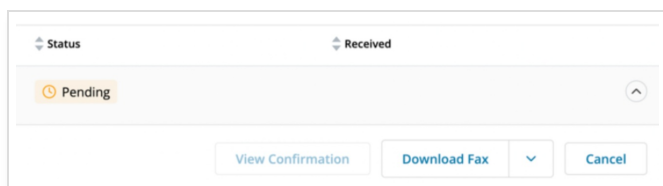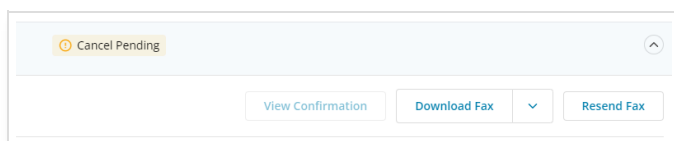
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How to Cancel a Pending Fax

An Updox user can cancel a pending fax in the Outbound Faxes page.

To cancel a pending fax, expand the fax details and click on "Cancel". This button is only available if the fax is still in **Pending** status.

After clicking the button, the fax status should change to **Cancel Pending**.

We will make every effort to cancel the fax, however, it may be too late if the fax is already underway. If we *are* able to successfully cancel the fax, the status will change to **Cancelled**.
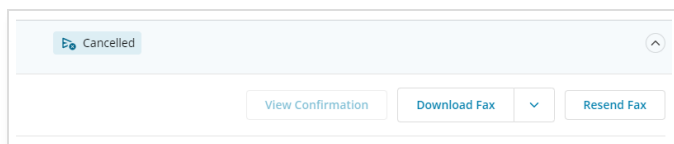
> Please note that even if we are able to successfully cancel a fax, it's still possible that some pages may have been sent prior to the cancellation. A cancelled fax does not necessarily mean nothing was transmitted.

If we are unable to cancel the fax in time, the status will be updated to **Successful** or **Failed**, depending on what happened.

The cancelled fax attempt will be documented in Fax Details as well as in the item's Audit Trail.

Fax Details

Cancelled by **Mickey Berry** on **03/12** at **3:52 PM**

The fax was successfully cancelled but some pages may have been sent already.

Sent:	3:51 PM	Pages:	2
Sent by:	Mickey Berry	Media type:	Paper and online
Sent as:	Practice	Source:	Web app
Sent from number:	(123) 456-7890	Cancelled:	03/12 3:53 PM
Sent to:	Non AFR Fax 8559161863	Cancelled By:	Mickey Berry
Sent to number:	(855) 916-1863		

FAX 8559161863	Status	Date
System	Queued for delivery	3/12/24 3:51 PM
Mickey Berry	Requested cancellation	3/12/24 3:52 PM
System	Successfully cancelled	3/12/24 3:53 PM

How much will I be charged for a cancelled fax?

If your fax is successfully cancelled, you will be charged for 1 page, no matter how many pages were in the fax. This mirrors exactly what we do for failed faxes.