

**This KM explains why you are unable to cancel refurb work order.**

### **End User Solution**

Refurbishment work orders cannot be cancelled. If the refurb inventory has been returned with NRFI status in error, you need to process the refurb for the item and select the disposition of RFI, Uns, or UnsNWT depending on what the correct status should have been. If the status of RFI is selected and this item is not physically at the cache it will need to be re-issued to the incident or other order to maintain the correct inventory quantity.

**Note:** Work orders for kitting and dekitting are found under the VAS menu option.

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