NERIS Navigator:
Logging Cancellations

Purpose

A cancellation occurs when a dispatched response is **not possible, is stopped before reaching the scene, or when initial units on scene cancel other responding units before they reach the scene**. Logging each situation correctly keeps unit availability, response counts, and workload data accurate.

This informational bulletin covers logging incidents directly in NERIS. If your organization submits incident data through a third-party system such as an RMS, your data entry process will look different.

Cancellation Types

1 COMPLETE CANCELLATION	2 PARTIAL CANCELLATION	3 UNABLE TO DISPATCH
Unit(s) dispatched to an incident, but the incident is canceled before any unit reaches the scene.	Multiple units respond. After arrival on scene, one or some of the units are deemed unnecessary and are canceled.	A unit is requested to respond but is unable to respond — commonly due to insufficient personnel or mechanical failure of the apparatus.

STEPS TO LOG A CANCELLATION

01 LOG A COMPLETE CANCELLATION

Use the **No Emergency Canceled** incident type only when the entire incident is canceled and the department does not arrive on scene. Complete incident basics — timing, unit details, and location — as they apply to the dispatch that was canceled.

02 LOG A PARTIAL CANCELLATION

Record the incident under its actual incident type, not a cancellation type, because units arrived and worked the scene. In Responding Unit Information, use the numbered circles to select each responding unit and mark the individual units that were canceled after arrival. Complete the remainder of the report for the units that operated at the scene.

03 LOG A UNIT UNABLE TO DISPATCH

A unit is **unable to dispatch** when it lacks operational readiness due to staffing, mechanical failure, or resource availability. Example: Select this status when a unit cannot respond to an assignment because of a mechanical issue.

04 FINISH THE REPORT

Continue completing the incident report for the cancellation or for the response at the scene, including actions and tactics, incident details, and the narrative. Verify every unit dispatched is accounted for before submitting.