

Order Cancellation Feature - Seller End

In this manual, you will see how the order cancellation feature will work for the sellers (How the seller can cancel the order on the customer's behalf).

The flow for Seller and Admin End is the same.

Seller End

- The customer can place an order with two types of payment methods:
 - Offline method: COD, Bank Transfer, etc.
 - Online method: lamport, Square, etc.
- In the Offline case, an invoice will not get generated but in the case of the Online method, an invoice will get generated automatically.

Offline Method

- Here, the invoice is not generated so the seller can easily cancel the order from **Seller Dashboard >> Orders >> View Order >> Cancel Order**.

SOLUM Solution provider

Center: Center1 Countries: India \$ USD EN

Dashboard

Orders

Products

Customers

Transactions

Earnings

User Management

Request For Quote

Advance Report

Marketplace RMA

Mass Upload

Data Request

Custom Product Label

Materials

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Seller Communication

View Order Details

Order Details

Order #00000873
07/15/2023

Pending | Invoice | Ship | Send Email | **Cancel Order** | Print

Items Ordered

Product Name	SKU	Price	Qty	Total Price	Admin Commission	Seller Total	Subtotal	
Test by sagar subscription No Warranty	Test by sagar subscription	\$999.00	Ordered: 1	\$999.00	\$0.00	\$999.00	\$999.00	
Abhinav Simple Product No Warranty	Abhinav Simple Product	\$10.00	Ordered: 1	\$10.00	\$0.00	\$10.00	\$10.00	
							Subtotal	\$1,009.00
							Shipping & Handling	\$0.00
							Discount	\$0.00
							Total Tax	\$0.00
							Total Ordered Amount	\$1,009.00
							Total Seller Amount	\$1,009.00

Online Method

- In the case of the online method, an invoice is generated so the seller cannot directly just cancel the order.

- The seller needs to generate a **credit memo** to **cancel** the order.
- Go to the **Seller Dashboard >> Orders >> View Order >> Credit Memo**.

SOLUM Seller Dashboard

View Order Details

Center: Center1 Countries: India \$ USD EN

Order Details Invoices

Order #00000711
06/29/2023

Processing | Ship | **Credit Memo** | Send Email | Print

Items Ordered

Product Name	SKU	Price	Qty	Total Price	Admin Commission	Seller Total	Subtotal
Test by Sagar simple No Warranty	Test by Sagar simple	\$1,000.00	Ordered: 10 Invoiced: 10	\$10,000.00	\$4,000.00	\$6,000.00	\$10,000.00
Test by sagar subscription Subscription Monthly	Test by sagar subscription	\$1,220.00	Ordered: 1 Invoiced: 1	\$1,220.00	\$488.00	\$732.00	\$1,220.00

Start Date: 06/29/2023

label limit: 1k limit

label update limit per month: 30k label updates

article update limit per month: 90k article updates

Over label limit charge

- Here, the seller will see the basic details such as order information, buyer information, etc.
- Scroll down and you will find the section named **Items to Refund**.
- Add the refund qty.,

SOLUM Seller Dashboard

India
T: 858585858

Items to Refund

Product Name	Price	Qty	Return to Stock	Qty to Refund	Subtotal	Tax	Discount	Row Total
Test by Sagar simple	\$1,000.00	Ordered: 10 Invoiced: 10	<input type="checkbox"/>	<input type="text" value="10"/>	\$10,000.00	\$0.00	\$0.00	\$10,000.00
Test by sagar subscription Subscription Monthly	\$1,220.00	Ordered: 1 Invoiced: 1	<input type="checkbox"/>	<input type="text" value="1"/>	\$1,220.00	\$0.00	\$0.00	\$1,220.00

Start Date: 06/29/2023

label limit: 1k limit

label update limit per month: 30k label updates

article update limit per month: 90k article updates

Over label limit charge: \$1 / 1 k updates

Over Article update limit charge: \$1 / 100 k updates

License Type: PRO

Update Qty

Paid Amount: \$22,400.00
Refund Amount: \$0.00

- Add a message (optional), Adjustment refund/ fee, and click on the **Refund Offline** button.

- **Please Note: The seller needs to refund the amount to the customer, out of the system (This is just a system entry, there is no relation between credit memo and payment gateway).**

Refund Totals

Item	Amount
Subtotal	\$11,220.00
Discount	\$0.00
Total Tax	\$0.00
Refund Shipping	\$0.00
Adjustment Refund	0
Adjustment Fee	0
Grand Total	\$11,220.00

Append Comments
 Visible on Frontend
 Email Copy of Credit Memo

Refund Offline

To know more about credit memos, please check the below link:

<https://experienceleague.adobe.com/docs/commerce-admin/stores-sales/order-management/credit-memos/credit-memos.html?lang=en>