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.

	View Order Details					Center: Center1 Countries:	: India 💲 USD 🌐 EN	🚰 🔺
Dashboard								
Corders	Order Details							
Products	Order #000000873							
Customers	07/15/2023				Pend	ing Invoice Ship	Send Email Cancel	Order Print
Transactions								
S Earnings	Items Ordered							
😝 User Management								
Request For Quote	Product Name	SKU	Price	Qty	Total Price	Admin Commission	Seller Total	Subtotal
Advance Report	Test by sagar subscription No Warranty	Test by sagar subscription	\$999.00	Ordered: 1	\$999.00	\$0.00	\$999.00	\$999.00
Marketplace RMA								
Mass Upload	Abhinav Simple Product	Abhinav Simple Product	\$10.00	Ordered: 1	\$10.00	\$0.00	\$10.00	\$10.00
🖞 Data Request	No Warranty							
Custom Product Label								
Materials							Subtotal	\$1,009.00
Tutorials						S	hipping & Handling Discount	\$0.00 \$0.00
FAQs							Total Tax	\$0.00
Seller Communication						Tota	l 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.

View Order Details					Center: Center1 Countries:	India 💲 USD 🌐 EN	P 🗛
Order Details Invoices							
Order #000000711							nd Email Print
06/29/2023					Processing Ship	credit Memo Sen	d'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 Involced: 10	\$10,000.00	\$4,000.00	\$6,000.00	\$10,000.00
Test by sagar subscription	Test by sagar subscription	\$1,220.00	Ordered: 1	\$1,220.00	\$488.00	\$732.00	\$1,220.00
Subscription Monthly			Involced: 1				
Start Date 06/29/2023							
label limit 1k limit							
label update limit per month							
article update limit per month							
90k article updates							
	Order Details Invoices Order #000000711 06/29/2023 Items Ordered	Order Details Involces Order #000000711 06/29/2023 Items Ordered KU Product Name SKU Test by Sagar simple Test by Sagar simple No Warranty Test by Sagar subscription Subscription Test by sagar subscription Solk label updates Hintit Solk label updates Hintit per month solk label updates arcide update limit per month Solk label updates	Order Details Invoices Order #000000711 06/39/2023 Items Ordered Froduct Name Product Name SKU Price Test by Sagar simple Test by Sagar simple \$1,000.00 No Warranty Test by Sagar subscription \$1,220.00 Subscription Test by sagar subscription \$1,220.00 Subscription Test by sagar subscription \$1,220.00 Subscription Test by sagar subscription \$1,220.00 Solk label updates Solk label updates Solk label updates arcide update limit per month Solk label updates Solk label updates	Order Details Invoices Order #000000711 O6/29/2023 Items Ordered Frice Qry Product Name SKU Price Qry Test by Sagar simple Test by Sagar simple \$1,000.00 Ordered: 10 No Warranty Test by Sagar subscription \$1,220.00 Ordered: 1 Subscription Test by sagar subscription \$1,220.00 Ordered: 1 Solv label limit per month Test by sagar subscription Tes	Order Details Invoices Order #000000711 06/29/2023 Items Ordered Product Name SKU Product Name Study or total Price No Warranty Test by Sagar simple \$1,000.00 No Warranty Test by sagar subscription \$1,220.00 Ordered: 1 Subscription Test by sagar subscription \$1,220.00 Ordered: 1 \$1,220.00 Bool Update limit to the OC/29/2023 Babel limit to the OC/29/2023 Stabel limit to the OC/29/2023 Stabel limit to the OC/29/2023 Sak label updates Sak label updates Sature Name Sature Name	Order Details Invoices Order #000000711 processing \$sup 06/29/2023 Frecessing \$sup Items Ordered	Order Details Invoices Order #000000711 processing shp credit Memo sen 06/29/2023 struct Processing shp credit Memo sen Items Ordered struct Price Qry Total Price Admin Commission Seller Total Test by Sagar simple Test by Sagar simple S1,000.00 ordered: 10 \$10,000.00 \$4,000.00 \$6,000.00 No Warranty Test by Sagar subscription Test by Sagar subscription \$1,220.00 ordered: 1 \$1,220.00 \$488.00 \$732.00 Subscription Test by Sagar subscription \$1,220.00 ordered: 1 \$1,220.00 \$488.00 \$732.00 Subscription Test by Sagar subscription \$1,220.00 ordered: 1 \$1,220.00 \$488.00 \$732.00 Monthly Sature Update limit for month Sature Update limit per month Sature Update limit per month Sature Update limit per month Sature Update limit per month

- 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.,

	India T: 858585858								
Dashboard	Items to Refund								
, Orders	Product Name	Price			Qty to Refund]	-	Discount	Row Total
Products		Price	Qty	Return to Stock	Qty to keruna	Subtotal	Tax	Discount	ROW IOTA
Customers	Test by Sagar simple	\$1,000.00	Ordered: 10 Involced: 10		10	\$10,000.00	\$0.00	\$0.00	\$10,000.00
Transactions	Test by sagar subscription	\$1,220.00	Ordered: 1			\$1,220.00	\$0.00	\$0.00	\$1,220.00
Earnings	Subscription Monthly		Invoiced: 1		1				
O User Management	Start Date 06/29/2023								
Request For Quote	label limit 1k limit								
Advance Report	label update limit per month 30k label updates								
Marketplace RMA Mass Upload	article update limit per month 90k article updates								
Data Request	Over label limit charge \$1 /1 k updates								
Custom Product Label	Over Article update limit charge \$1 /100 k updates								
Materials	License Type PRO								
Tutorials					Update Qty				
PAQs									
Seller Communication								Paid Amount	\$22,440.0
								Refund Amount	\$0.0

• 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).

- manance nepore				mpping Amount	40.00
Marketplace RMA			s	Shipping Refund	\$0.00
Mass Upload			G	irand Total	\$22,440.00
💼 Data Request	Memo Comments				
Custom Product Label	Message				
Materials					
Tutorials					
PAQs	Refund Totals				
Seller Communication	Subtotal	\$11,220.00			
Table Rate Shipping	Discount	\$0.00			
Recurring Subscriptions	Total Tax	\$0.00			
Support Ticket	Refund Shipping	\$0.00			
	Adjustment Refund	0			
Marketplace Bank transfer Instructions	Adjustment Fee	0			
Connect To lamport	Grand Total	\$11,220.00			
Purchase Order		\$11,220.00			
Connect To Square	Append Comments				
	Visible on Frontend				
💻 Print PDF Header	Email Copy of Credit Memo				
Settings	Refund Offline				1

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