

Catalog SOP: Canceling a Coupon

10/09/2024 3:28 pm CDT



Who is this for: This is designed for sellers on the Seller Central platform who need to cancel their ongoing coupons.

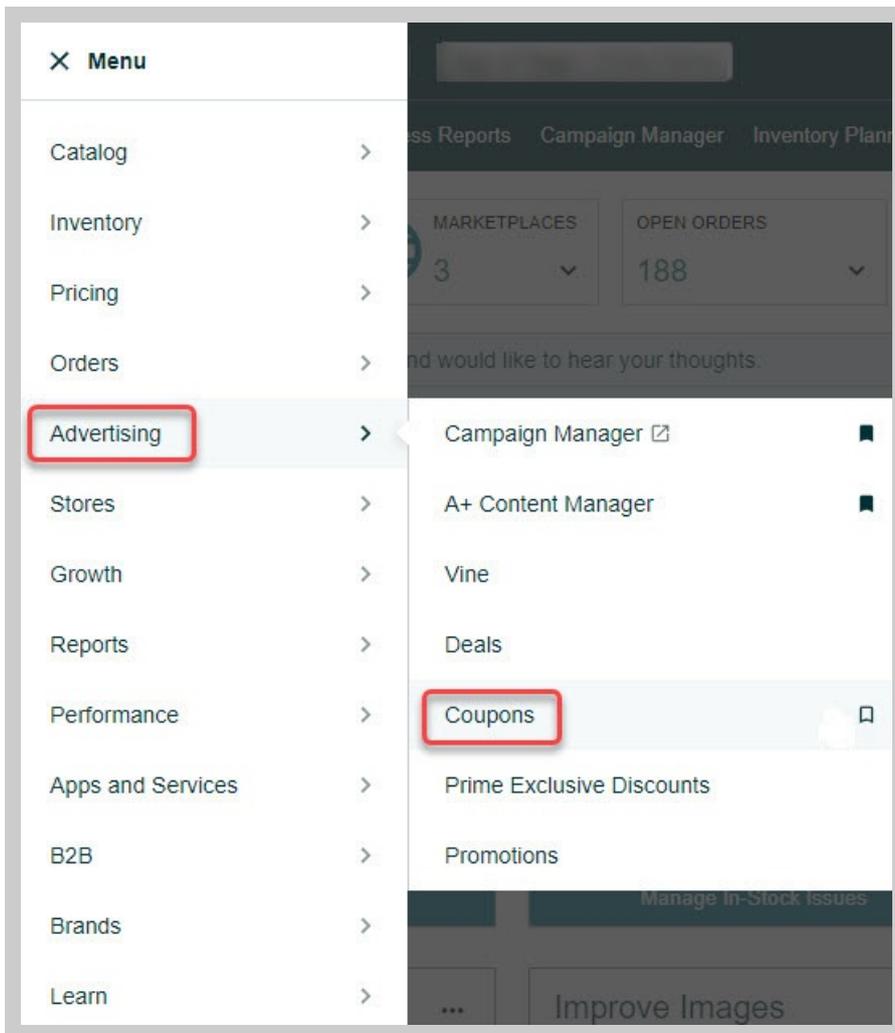


Objective: To guide sellers through the process of canceling a coupon on Seller Central.

Unless there is an immediate or critical cause, before any cancellation of active coupons, it is important to inform, brief details and get client's approval. Include the approval proof (screenshot or fireflies call link) as Task Details or as a Comment.

You have the option to cancel any of your Coupons, although it's important to note that cancellations may not be immediate. This is because customers who have already clipped your Coupon before cancellation will have approximately 30 minutes to check out with those Coupons.

1. To cancel a Coupon, go to the "Advertising" tab on the top menu of Seller Central, and select "Coupons" from the drop-down menu.



2. On the next page, find the Coupon you wish to cancel in the table of Coupons and click the "Deactivate" button located to the right of its title.
 3. A pop-up window will appear asking you to confirm that you want to deactivate or cancel your Coupon.
 4. Click the "Deactivate" button to complete the cancellation process.
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