Order Cancellation and Refunds Workflow

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Overview

Sellercloud helps you streamline your returns and refunds processes for your integrated marketplaces, helping you ensure orders are cancelled or refunded quickly and efficiently.

In this article, you will learn how to **refund** and **cancel** orders.
If your order is fully shipped, order cancellations and returns should be handled through an RMA, from which a refund can be issued if needed.
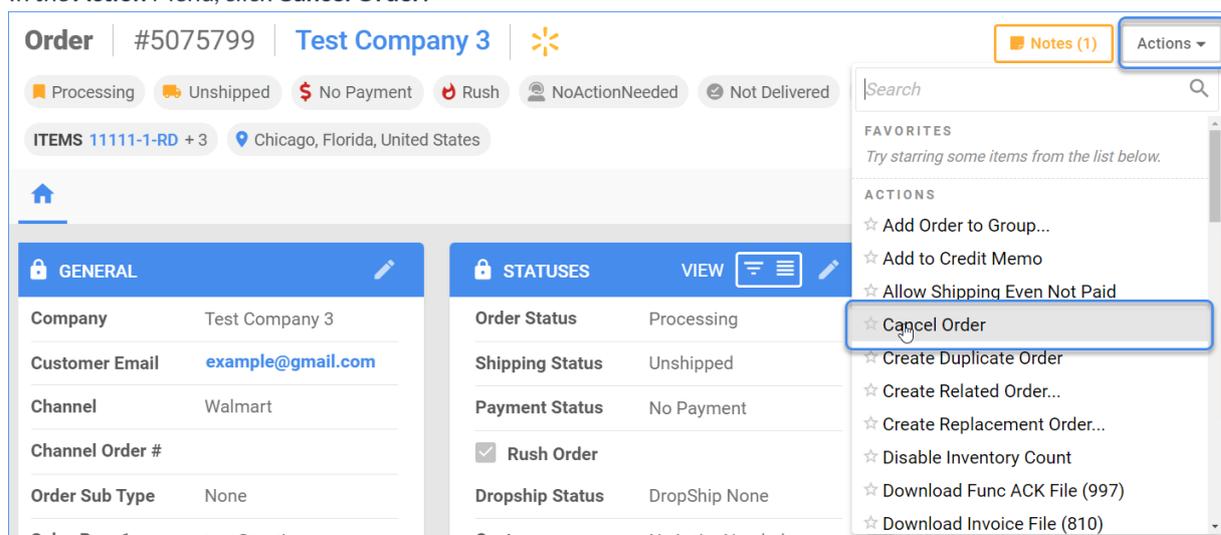
Cancel an Order

The process of cancelling an order that is paid, but not shipped, depends on the order source.

If an order is cancelled, it will be prevented from going into Shipbridge for shipping. Even if the order is already in your Shipbridge grid, the order status will be auto-checked and the order will be prevented from shipping.

On most marketplaces, customers can initiate a cancellation request but cannot cancel an order themselves. How the buyer contacts the seller differs among the channels. For Amazon, Walmart Marketplace, Ebay, BedBathAndBeyond, Walmart (DSV) and Wayfair, when we receive a cancellation request, we first check if the order has any **Picked** quantity or if it's set to **Dropship** from a Vendor. If either of these two conditions is met, the order will be set **On Hold** instead of **Cancelled**.

To cancel an order:

1. Go to **Orders** > **Manage Orders** > open an order.

2. In the **Action** Menu, click **Cancel Order**.

To partially cancel an order:

1. Split the order.

2. Cancel part of the order and ship the other part.

See the table below for the steps to cancel orders based on their origin.

ORIGIN	STEPS
Local site (website, phone, or email)	1. On the Order Detail page, click Action Menu > **Set Cancel Order** > **Go**. 2. Follow the prompts and refund payment, if necessary.
Amazon **Sears** **Newegg**	These orders can only be cancelled before they are marked as Ship Confirmed. If the order is already Ship Confirmed on Amazon, Sears, or Newegg, you must issue a refund. 1. On the Order Detail page, click Action Menu > **Cancel Order** > **Go**. 2. Confirm the cancellation and notify Amazon, Sears, or Newegg. This requires a cancellation reason. - Buyer cancellations – Amazon buyers can initiate a cancellation request; they cannot cancel an order themselves. Their cancellation request is viewable on Seller Central. You will have 2 days to respond. After 2 days, the buyer may contact Amazon directly for a resolution. As noted above, the order should be cancelled in Sellercloud. - For Seller Fulfilled Prime orders, the buyer contacts Amazon directly for all customer service issues. Learn more about importing and managing these cancellation requests in Sellercloud here.
eBay	1. On the Order Detail page, click Action Menu > **Set Cancel Order** > **Go**. 2. Select a cancellation reason and click **Continue**. eBay will refund the customer and all transactions fees. Learn more about the different types of refund/return requests and how to manage them in Sellercloud here.
Overstock	Cancelling an Overstock order incurs Overstock penalties. However, Overstock may ask you to cancel the order without having it marked as short-shipped (their lingo for "not shipping").

If a customer wants to cancel part of an order, click **Edit Order** and revise the quantity.

If the customer wants to cancel one item in a multi-item order, revise the quantity for that item to zero.

Refund an Order

1. Go to **Orders** > **Manage Orders** > open an order.

2. In the **Action** Menu, click **Issue Refund**.

3. Fill in the fields and click **Refund**.

4. If you are issuing a partial or full refund, but still plan to ship the item, you must check the **Add the Refund as a Discount to Order** check-box. This is because, for non-wholesale customers, you are unable to ship without having

received full payment.

Refunds for Payments Made through Paypal

Refunds for PayPal payments can only be made within 180 days from when payment was processed. After 180 days, you must refund directly from your PayPal account. If payment was made with a coupon or gift certificate, you can only issue a **Full Refund**. Read about PayPal's refund policies here.

Refund and Cancel Orders on Different Channels

Find out more channel specifics in the following articles:
- Amazon
- eBay
- Bonanza
- Newegg
- Magento
- UnbeatableSale
- Sears
- Smart Bargains
- Wallmart Marketplace
- Wish

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Refund an Order

Refunding local orders

Refunding orders is only for unshipped orders. Shipped orders should be handled through an RMA, from which a refund can be issued if needed.

To refund an order navigate to the **Orders** > Choose an Order > **Action Menu** > **Cancel/Issue Refund** > **Go**.
If the order has not been shipped or can still be set to unshipped, and you want to partially or fully refund payment as compensation for delayed delivery, you must enter the refunded amount as a discount in the order. Otherwise, the system will see the order as only partially paid and will disallow shipping.

If you are issuing a partial refund or even a full refund, but still plan to ship the item, you must check the **Add the Refund as a Discount to Order** box. This is because, for non-wholesale customers, you are unable to ship without having received full payment.

To have the **Other Refund** option For Website Cart Orders you will need the **WebSiteCartPlugins_AllowOtherRefundForShippedOrders** setting enabled. Contact Sellercloud Support to enable the setting.

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