

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

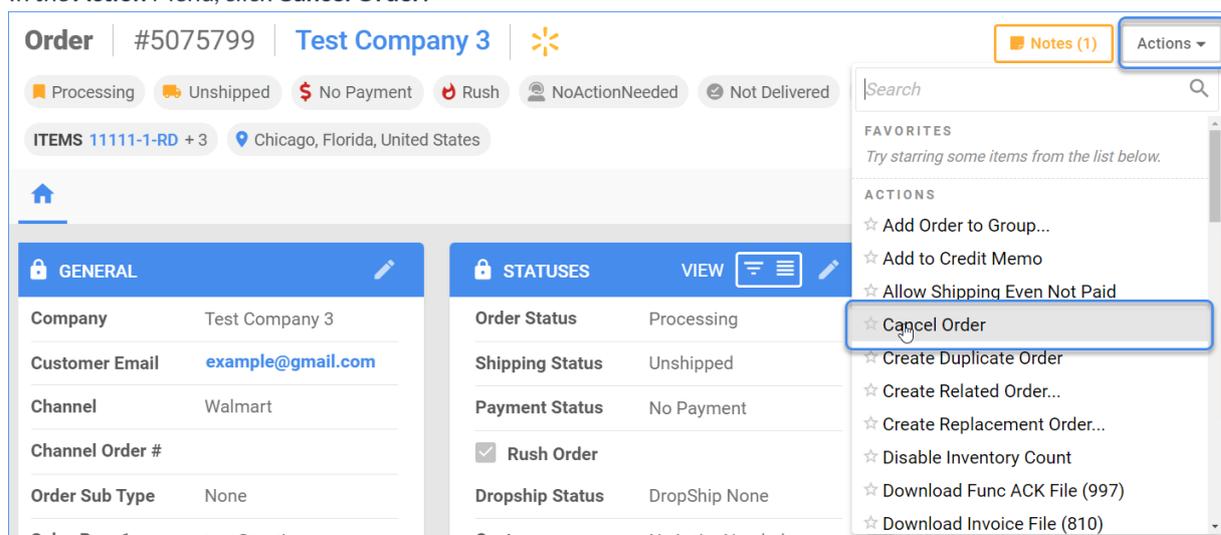
The process of cancelling an order that is paid, but not shipped, depends on the order source.

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**.



The screenshot displays the Sellercloud interface for an order. At the top, the order details are shown: Order #5075799, Test Company 3, and a star icon. Below this, there are status tags: Processing, Unshipped, No Payment, Rush, NoActionNeeded, and Not Delivered. The order items are listed as 'ITEMS 11111-1-RD + 3' with a location of 'Chicago, Florida, United States'. The main content area is divided into two columns: 'GENERAL' and 'STATUSES'. The 'GENERAL' column shows fields for Company (Test Company 3), Customer Email (example@gmail.com), Channel (Walmart), Channel Order #, Order Sub Type (None), and Sales Rep 1 (test@test.com). The 'STATUSES' column shows Order Status (Processing), Shipping Status (Unshipped), Payment Status (No Payment), a checked 'Rush Order' checkbox, and Dropship Status (DropShip None). On the right side, there is an 'Actions' dropdown menu with a search bar and a list of actions. The 'Cancel Order' option is highlighted in the list.

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.

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.

Amazon

Sears

Newegg

- [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](#).

1. On the Order Detail page, click Action Menu > **Set Cancel Order** > **Go**.

eBay

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.

The screenshot shows a refund management interface. At the top, there are two buttons: 'CANCEL' (grey) and 'REFUND' (green, highlighted with a blue border). Below these are two main sections: 'GENERAL INFO' and 'OTHER INFO'. The 'GENERAL INFO' section contains the following fields:

GENERAL INFO	
Operation Type	Issue Refund ▼
Amount To Refund *	\$620.49 i
Refund Date	06/16/2021 5:16 PM
Notes *	<i>Notes</i>
<input type="checkbox"/> Add Refund Amount As Discount To Order	

The 'OTHER INFO' section contains the following fields:

OTHER INFO	
Refund Method	Cash ▼
Reference Number	

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](#)
- [Walmart 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.

Home > Manage Orders > Order No: 5139351 > Cancel on Shopify

Warning: You are about to cancel order on shopify. Once cancelled, you can't revert it.

Total Shipping Cost: \$0.00

Total Discounts: : \$0.00

<input type="checkbox"/>	SKU	Reference	Item	Unit Price	Shipping	Qty	Item Refund	Shipping Refund	Tax Refund	Shipping Tax Refund	Other Refund	Refund Total
<input checked="" type="checkbox"/>	B075SL8KVZ	View	Franklin Sports Venom Aluminum Official Youth Tee Ball Bat - USA Regulation Approved - Perfect for Soft Core T-Balls - 24 Inch/13 Ounce (-11) Blue	\$52.99	\$0.00	4	<input type="text" value="211.96"/>	<input type="text" value="0"/>	<input type="text" value="14.03"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	\$225.99

Cancel Reason:

Refund Total: \$225.99

Email Customer

Cancel without refund

DO NOT send to Shopify

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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