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Cancelling an Order

Syeda Khadija Phool - 2023-11-10 - Orders

Order cancellation is very straightforward in Cartzy. You just need to follow the steps mentioned below to cancel an order.

1. Go to All **Order > Orders.**

- 2. Search for the order that you want to cancel.
- 3. Click on the **hyperlinked order number** to open the **Order Details** page.



4. On the **Order Details** page, expand the **More Actions** menu and click the **Cancel** option as shown below.

5. On the **Cancel Order** popup, use the **dropdown selection list** to select the **order cancellation reason**, and click the **Cancel Order** button.

← Order Details		
Edit More Actions V		
Cancel	23:32:22 from Four Star Deals updare PAYMENT PAID UNFULFILLED SAV	E ORDER
() Unfulfilled(1)		EDIT
	Cancel Order X	ទ
Unisex Her	Cancelling this order won't restock inventory. You can restock items on the order page. All payments will be voided. Cancelling an order can't be undone.	pport
SKU: 29723	Reason for canceling this order	Ľ.
	Canceled Order	
	KEEP ORDER CANCEL ORDER	
		-

6. As soon as you click the **Cancel Order** button on the **Cancel Order** popup window, the following will occur:

a. The order will be canceled and a success **notification** will appear on the top right corner of the page.

b. The **Order Details** page will be refreshed to display the updated order details.

- c. The order will be marked as Cancelled.
- d. The payment status will be updated to Payment Refunded.
- e. The option to edit the order will no longer be available.

f. The order history **(Timeline)** will be updated to list the recent events that took place against the order.

C Order De	etalls 15 V		Order has been cancele	× ed successfully.
	2023–01–04 23:32:22 from Four Star Dea	ls updare PAYMENT PAID	UNFULFILLED	ORDER
() Unfulfilled	1)		Notes	EDIT
	Unisex Heavy Cotton Tee	\$ 15.55 x 2	No notes from customer	Support
	SKU: 29723413434958456079 White	\$ 31.10 MARK AS FULFILLED	Customer Lahore Wearhouse © 17 Orders	Ċ,

– Order	Details			
 ORD- 71 	2023–01–04 23:32:22 from Four Star Deals updare	CANCELED		E ORDER
() Unfulfilled(1)			Notes	EDIT
	Unisex Heavy Cotton Tee SKU: 29723413434958456079 White	\$ 15.55 x 2 \$ 31.10	Customer Lahore Wearhouse	Ĉ
			③ 17 Orders	

	ORD-71 2023-01-04 23:32:22 from Four Star Deals updare CANCELED (WHEN REFUNCED) UNFULFILED					
Timeli	ne	Show comments	Billing Address Same as shipping address			
•	Transaction Details	STRIPE TXN_3MMWBQIR8BNFNPGW0C0SD0S9	Tags Type and create tags			
•	You canceled the payment on manual 🔻	Aug 24, 2023				
•	You manually marked this order as refunded. $ extsf{v}$	Aug 24, 2023				
•	A 82.75 USD payment was processed on Stripe Checkout. 🔻	June 13, 2022, 8:05 am				
•	A 51.10 USD payment was processed on Stripe Checkout. 🔻	January 4, 2023, 12:32 pm				
•	Order payment status changed to Payment Refunded	24 AUG, 2023 08:49 AM				
•	Order status changed to Canceled	24 AUG, 2023 08:49 AM				

 $\hfill{D}\hfilled$ orders or the orders with the status "Fulfilled."