

eBay Cancellations

Description:

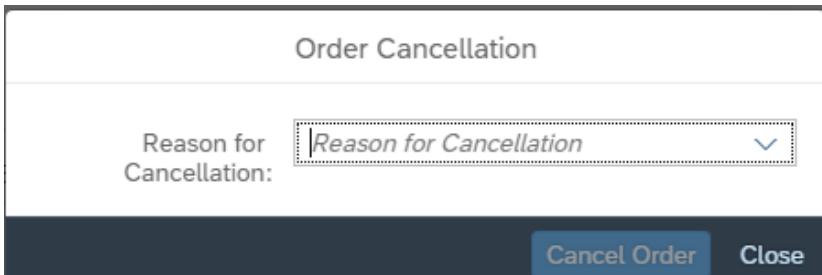
How to cancel an eBay order properly

Guidelines:

If the order already has a PO or tracking, then we cannot cancel it. The customer will need to open a return instead when they receive the shipment. We can ONLY cancel if the order hasn't processed yet.

Process:

STEP	ACTION								
1	Go to the Manage Cancellations page in eBay https://www.ebay.com/sh/ord/cancel								
2	Right click on See details next to the photo and open in new tab								
3	<p>Use the blue order number in the top right corner to search for the order in FSA</p> <div style="background-color: #0072BD; color: white; padding: 5px; text-align: center;"> i Please let the buyer know if you can cancel this order. </div> <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> <p>Respond to buyer</p> <p>Your buyer requested a cancellation</p> <p><input checked="" type="radio"/> Accept <input type="radio"/> Decline</p> <hr/> <p> 1 New 235/80-17 Michelin Energy Saver A/S 80R R17 Tire 35337 Item ID: 312774711830 Qty 1 Not eligible to relist</p> <hr/> <p>Total refund to buyer \$260.00</p> <p>Refund summary</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Purchase price</td> <td style="width: 50%; text-align: right;">\$260.00</td> </tr> <tr> <td>Original shipping</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Fee credits i</td> <td style="text-align: right;">-\$21.65</td> </tr> <tr> <td colspan="2">Show details</td> </tr> </table> <p>Refund amount you owe \$238.35</p> </div> <div style="flex: 1; padding: 10px;"> <p>Summary</p> <p>Order number 04-09295-26234 ↖</p> <p>Order total \$260.00</p> <p>Cancellation reason Wrong shipping address</p> <p>Buyer mikhabqa0</p> <p>Date purchased Nov 2, 2022</p> </div> </div>	Purchase price	\$260.00	Original shipping	\$0.00	Fee credits i	-\$21.65	Show details	
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4	<p>Go to the Related Order tab in FSA to see if there is a Purchase Order.</p> <p>If there is <u>not</u> a PO, then the order can be canceled. See page 2...</p>								

	<p>To cancel the order, you will select Cancel Order in the top right corner</p> 
5	<p>The reason dropdown will populate. Choose the reason that best suits the reason given in eBay for the cancelation. Then click Cancel Order</p> 
6	<p>Leave a note!</p> <p><i>Example:</i></p> <p><i>“Customer opened a cancelation request. Reason: (this can be found in the eBay request on the right-hand side) Order canceled, and cancelation accepted in eBay.”</i></p>
7	<p>Once you have canceled the order in FSA, you can Accept the cancelation in eBay. The customer's order will then be automatically canceled and refunded</p> <p>Respond to buyer</p> <p>Your buyer requested a cancellation</p> <p><input checked="" type="radio"/> Accept <input type="radio"/> Decline</p>
8	<p>If PO was created or tracking was added, just Decline the cancelation in eBay and send the customer this message:</p> <p><i>Hello,</i> <i>This message is a follow up to your cancel request. Unfortunately, your order had already processed by the time we opened your request, and before we could stop the transaction. Therefore, the request was denied. However, not to worry! You can still request a return through the order itself. Once the shipment returns, we will issue your refund and notify you. From there, please allow 3-5 business days to see the funds back in your account.</i></p>

Contact:

Alisha Barton - alisha.barton@discounttire.com
 Kate Heward - katelyn.heward@discounttire.com