



# Title: “Refund Amount of Cancel Orders”

## Problem Statement

The current XC system's Cancel Order/Payment Date screen lacks the ability to manage partial order cancellations and refunds efficiently. Users cannot cancel specific items or enter detailed refund information, leading to processing errors and poor user experience. Enhancements are needed to support partial cancellations, detailed refund tracking, and a more user-friendly interface.

## User Journey

The Cancel Order/Payment Date screen will include a dedicated section for managing refunds, making it easier to track and process them. Users will first encounter a "Partial Cancel" option with "Yes" or "No" choices. For refunds, a "Partial Refund" option will also be presented.

The screenshot shows two forms in a web application. The top form, titled 'Order Cancellation', has fields for 'Order Number', 'Reason' (with a 'Please Select' dropdown), and a 'Partially Cancel' section with 'Yes' and 'No' radio buttons. A green 'Save' button is to the right. The bottom form, titled 'Refund Amount', has fields for 'Order Number', 'Partially Refund' (with 'Yes' and 'No' radio buttons), 'Refund Amount', 'Deducted Amount', 'Date applied for refund' (with a date picker), and 'Receiving date of refund' (with a date picker). A green 'Save' button is at the bottom right.

### If "No" is selected (Order Cancellation):

- The user enters the order number, and the system prepares to cancel the entire order.
- The user will select the reason and click save.

### If "No" is selected (Refund Amount):

- If "No" is chosen, users can enter refund details for the entire order.
- The user can input refund details for the entire order (refund amount, deducted amount, status, date applied for refund, and receiving date of refund).

This screenshot shows the same forms as the previous one, but with the 'No' radio button selected in the 'Partially Canceled' section of the 'Order Cancellation' form. In the 'Refund Amount' form, the 'Partially Refund' section also has the 'No' radio button selected. The 'Cancel Order' button is now visible in red in the 'Order Cancellation' form.

### If “Yes” is selected (Order Cancellation):

- All ASINs associated with the order appear in a table.
- The user selects a cancellation reason from a dropdown list for each selected ASIN.
- Provide clear save buttons for saving entries in the action column.

### If "Yes" is selected (Refund Amount):

- If "Yes" is selected, users can input refund amounts, deducted amounts, status, date applied for refund, and receiving date for each individual ASIN.
- After filling in all necessary details, users can save their entries to complete the process.



GLOBAL E-COMMERCE CONSULTANTS

Admin Clients Order Management Prep Center Management Reports Case Management Amazon

Order Cancellation

Order Number 2345 Partially Canceled Yes

ASIN	Reason	Action
B088LRUC1K	Please Select	
B088LR12C1	Please Select	
B088AUC1K	Please Select	

Refund Amount

Order Number 2345 Partial Refund Yes

ASIN	Refund Amount	Deducted Amount	Status	Date applied for refund	Receiving date of refund	Action
B088LOPC1K	Enter Amount	Enter Amount	Please Select	dd/mm/yyyy	dd/mm/yyyy	
B088LR12C1	Enter Amount	Enter Amount	Please Select	dd/mm/yyyy	dd/mm/yyyy	
B088AUC1K	Enter Amount	Enter Amount	Please Select	dd/mm/yyyy	dd/mm/yyyy	

## Refund Amount Report

GLOBAL E-COMMERCE CONSULTANTS

Admin Clients Order Management Prep Center Management Reports Case Management Amazon

Order Cancellation

Order Number

Reason Please Select

Cancel Order

Product Management  
Product Hunting  
Order Management  
Approved Products  
Rejected Product  
Refund Amount

## Data Grid

- Implement a data grid to display refund information.
- Allow sorting, filtering, and searching within the grid.

Refund Amount

Excel

Search:

#	Order Number	Refund Amount	Deducted Amount	Status	Applied date	Receiving Date
---	--------------	---------------	-----------------	--------	--------------	----------------

## Order Status Updates:

Add three new order status options:

- Refund Pending
- Partially Refunded
- Refunded

Order Details

Excel

Search:

#	Order #	Order Date	Order Quantity	Rate	Order Line Amount	Asin	Ext Order #	Order Status	Store	Prep Name	Payment Type	Order Type	Store
1	2001	15/04/2024	48	4.8	230.4	B0025U44ZK	Old Inventory	Cancelled	NDP	RAZI PREP	CC	Brand	Adeel
2	2002	04/04/2024	48	6.05	290.4	B0025U44ZK	Old Inventory	Paid	NDP	RAZI PREP	CC	Brand	Adeel
3	2010	05/05/2024	48	14.67	704.16	B00HSHS1Y0	gloriana	Live At Amazon	ECONOMISE LLC	AMAZON DISPATCH	CC	Brand	Duan
4	2231	21/03/2024	50	12.99	649.5	B07FRJGLFN	JCOM 1033	Draft	Jcom	AMAZON DISPATCH	CC	Brand	Marya
5	2233	24/03/2024	30	10	300	B0BRPNWWSR	MN 2001	Refund Pending	Earny Holdings	RAZI PREP	CC	Brand	Anam
6	2234	25/03/2024	24	22.06	529.44	B0C2TT4XP6	MN 2001	Refunded	Earny Holdings	RAZI PREP	Wire Transfer	Brand	Anam
7	2235	25/03/2024	50	37.5	1875	B07QYHMM3G	CF10014	Partially Refunded	Couplit	RAZI PREP	CC	Brand	Saad