Cancel Orders in Salesforce

SUMMARY

PROCEDURE TO CANCEL ORDERS

1. Verify that it is a type of order that can be cancelled.

   - **Types of orders that cannot be cancelled**:

     o IPAD / Click & Collect / Ship From Store

     o Orders paid by Klarna

     o Exchanges, replacements and sub-orders

     o SAP orders paid by Cash On Delivery or Multibanco

2. Verify if the order is still in a status that allows cancellation.

   - **Status that allows cancellation**:

     o Created

     o Received

     o In preparation

     o Process

     o Picking

3. Inform the customer that you will request the cancellation in the system, and they will receive a confirmation as soon as possible notifying if it was possible to cancel the order or not. We cannot guarantee if it will be possible to cancel or not as it depends on the type of order and the warehouse status; they will receive an automatic confirmation soon.

4. Once the case is registered in Salesforce with the order number, go to the tab "Order" and press button "**Cancel Order**".

| Cancellation | Address Change | Send Invoice | Modify Invoice |

∨ General

5. If the cancellation request has been processed correctly, the following message will appear:

<div align="center">

Success

The cancellation request has been sent successfully.

OK

</div>
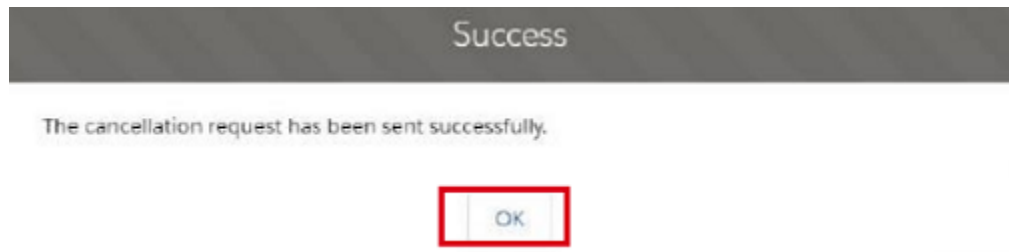
6. Salesforce will take ownership of the case, so once the button is pressed, you will not be able to perform any further action on the case, nor resolve it.

7. Then, SF will follow the following steps:

    - SF will send an email to the customer informing that we have registered the request and they will receive a confirmation shortly stating if it has been possible to cancel it.

    - Then SF will communicate with SAP or Manto/WTG, depending on the case, to cancel the order.

    - SF will send an automatic email to the customer notifying if the request could be processed or not.

    - SF will resolve the case automatically.

    * Note: this process usually takes a few minutes, but it may take longer sometimes (during the daily WTG synchronization, for example, all cancellation requests are queued waiting for WTG to be operational again to be processed in chronological order).

    ** The client contacts after receiving a message from Salesforce confirming that the cancellation has not been possible: we can identify these cases because in the case Feed, just before closing, a message is saved indicating whether the cancellation could be carried out or not and the reason. In these cases, contact the Team Leader to try to cancel it manually in WTG or SAP, if the type and status of the order are correct.

Integracion Mule
📋 Task created   15 de September de 2023 at 19:48 ▼

Closed
Type: Closed
Subtype: Closed

💬 Comment

Integracion Mule
🔲 To: Internal   15 de September de 2023 at 19:48 ▼

Order CancellationRequest (Finished): This tpv does not support unattended cancellation

8. If it cannot be cancelled due to the status of the order, a message will appear indicating that it is no longer possible to cancel it.

9. If we try to cancel an order from a **WTG country whose cancellation is not yet integrated in Salesforce**, a message will appear indicating that the order must be cancelled manually from Manto-WTG.

Order Details

Cancellation Errors:

- [OC013] Automated Order Cancellation Inactive: RU

Accept

10. If there was already another cancellation request in progress, an error message like this will be displayed:

Error

The cancellation cannot be made, the order has a Cancellation request please review the case 01912793 related to this case.

OK

These cases need to be resolved as "Being Managed in other case".

MANGO