
Requerimientos de Cancelaciones Manual 2021



Contenido

Cabecera de Requerimientos	3
Registrar requerimiento de cancelación	4
Detalle de requerimiento de cancelación	6
Visualizar etiqueta de devolución	9
Finalizar requerimiento de cancelación	10
Categorías de requerimientos	12
Procesos normales de requerimientos	19

Cabecera de Requerimientos

Para acceder a la vista de requerimientos de cancelación, dirigirse al panel lateral izquierdo, a continuación seleccionar la opción “Cancellation Requests”.

CBT GSX ADMIN

Dashboard Control panel

Orders CBT

Download Excel Order Report

Search Filters

ALL RIPLEY CHILE RIPLEY PERU LINIO CHILE LINIO MEXICO MELI CBT M. LAS CONDES

Status Order: Purchased 150 Error 3 Cancelled 210 In Warehouse - Cubiscan 10 In Warehouse - Processed 27 Shipped 1891

Status Carrier: all all pre_transit 2 in_transit 25 failure 6 out_for_delivery 7 delivered 1450 return_to_sender 8 unknown 119 created 170 status_unknown 417 tracking_code_created 91

insert marketplace or globe Search

#0 102086709-A - 494691

CREATED	PURCHASED	RECEIVED IN MIAMI HUB	SHIPPED AT DESTINATION	DELIVERED TO CUSTOMER 39
2020-11-27 18:23:21	--	--	--	--
Customer purchase details Order Date: 2020-11-27 18:23:21 Order Acceptance Decision Date: 2020-11-27 18:35:35	Customer details Name: Rocío Molina Customer ID: 161660337 Phone (1): --	Merchant purchase details PO Date: Merchant Name: -- PO Number:	Shipping details Tracking Eshopex: Status Eshopex: MasterID:	

La vista de requerimientos de cancelación se mostrará de la siguiente manera:

CBT GSX API

Dashboard Control panel

Cancellation Requests

Guide

Search Filters

ALL PENDING RETURN LABEL PENDING RETURN PENDING FINANCE PENDING ON SALE PENDING PRE UNKNOWN COLLECTING PENDING HELD PURCHASE PENDING FINISHED

insert cancellation id, mark Search

#0 1 - 4188877523 - 494571

Customer purchase details Order Date: 2020-11-27 00:41:23 Order Acceptance Decision Date: -- Customer Debited Date: -- Marketplace Order Status: paid Marketplace Order: 4188877523 Global Shopex Order: 494571 Amount Marketplace: 28.91 Amount USD: 28.91 Qty of products: 1 Marketplace: MELICBT Country: MX	Customer details Name: Juan Manuel Naranjo Jurado . Customer ID: -- Phone (1): 5583802438 City: Iztapalapa Country: Mexico	Merchant purchase details PO Date: 2020-11-27 00:00:00 Merchant Name: -- PO Number: 112-4287490-6877842 , Amount USD: 7.99 SKU's: B07BL4V8DM ,	Cancellation Details Reason of Cancellation: cancelled_by_customer Type of Cancellation: complete Type of Registration: manual Status of Request: Finished
---	--	--	---

View Details

Registrar requerimiento de cancelación

Para registrar un requerimiento de cancelación, dirigirse a la orden a cancelar. De acuerdo a la situación actual de la orden, puede estar o no habilitada la opción de cancelar. El botón de requerir una cancelación se encuentra en la parte inferior derecha.

#2 4190591938 - 494686 Loaded paid MELICBT 2458890

CREATED 2020-11-27 15:29:05 PURCHASED -- RECEIVED IN MIAMI HUB -- SHIPPED AT DESTINATION -- DELIVERED TO CUSTOMER 39

Customer purchase details
Order Date: 2020-11-27 15:29:05
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4190591938
Global Shopex Order: 494686
Amount Marketplace: 36.92
Amount USD: 36.92
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details
Name: Joceline Martinez Vazquez .
Customer ID: --
Phone (1): 8673307578
Phone (2): 8673307578
Email:
Address 1: articulo 8 720
Address 2:
City: Nuevo Laredo
Country: Mexico

Merchant purchase details
PO Date:
Merchant Name: --
PO Number:
Amount USD:
SKU's: B07GR6TF9L ,

Shipping details
Tracking Eshopex:
Status Eshopex:
MasterID:
Tracking Carrier:
Status Carrier: unknown
Barcode:

[View Messages](#) [View Details](#) [Tracking](#) [Ticket Actions](#) [Print Label](#) [Print Invoice](#) [Request Cancel](#)

El sistema abrirá un pop up con el menú de registro.

Ticketing

CBT GSX

Reason

Out Of Stock

Cancellation Type

Complete

Category Cancellation

None

Cancellation Commentary

Close

El menú de registro tiene cuatro campos los cuales son: Reason (Razón), Cancellation Type (Tipo de cancelación), Category Cancellation (Categoría de cancelación) y Cancellation Commentary (Comentario inicial de cancelación). Deberá elegir una de las opciones para ambos campos. A continuación, seleccionar la opción Request Cancellation (Solicitar cancelación).

En caso se seleccione el valor “Complete” en el campo Cancellation Type, se realiza la cancelación inmediata de la orden en OMS. En caso se seleccione la opción “Partial”, se deberá especificar en el detalle el(los) SKU(s) que se excluirán de la orden. En caso se tenga definida la categoría del requerimiento, puede seleccionar una opción de Category Cancellation. De lo contrario, elegir la opción “None”. Se selecciona “Go to Request” para mostrar la vista de cabecera de la solicitud.

#2 4190591938 - 494686

Loaded
paid
MELICBT
2458890

CREATED	PURCHASED	RECEIVED IN MIAMI HUB	SHIPPED AT DESTINATION	DELIVERED TO CUSTOMER
2020-11-27 15:29:05	--	--	--	--

Customer purchase details

Order Date: 2020-11-27 15:29:05

Order Acceptance Decision Date: --

Customer Debited Date: --

Marketplace Order Status: paid

Marketplace Order: 4190591938

Global Shopex Order: 494686

Amount Marketplace: 36.92

Amount USD: 36.92

Qty of products: 1

Marketplace: MELICBT

Country: MX

Customer details

Name: Joceline Martínez Vazquez .

Customer ID: --

Phone (1): 8673307578

Phone (2): 8673307578

Email:

Address 1: articulo 8 720

Address 2:

City: Nuevo Laredo

Country: Mexico

Merchant purchase details

PO Date:

Merchant Name: --

PO Number:

Amount USD:

SKU's: B07GR6TF9L ,

Shipping details

Tracking Eshopex:

Status Eshopex:

MasterID:

Tracking Carrier:

Status Carrier: unknown

Barcode:

View Messages
View Details
Tracking
Ticket Actions
Print Label
Print Invoice
Request Cancel

Detalle de requerimiento de cancelación

Para ver el detalle de la solicitud, seleccionar el botón “View Details”.

Cancellation Requests Guide

Search Filters

ALL PENDING RETURN LABEL PENDING RETURN PENDING FINANCE PENDING ON SALE PENDING PRE UNKNOWN COLLECTING PENDING HELD PURCHASE PENDING FINISHED

Search

#0 1 - 4188877523 - 494571
Customer purchase details
Order Date: 2020-11-27 00:41:23
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4188877523
Global Shopex Order: 494571
Amount Marketplace: 28.91
Amount USD: 28.91
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details
Name: Juan Manuel Naranjo Jurado .
Customer ID: --
Phone (1): 5583802438
City: Iztapalapa
Country: Mexico

Merchant purchase details
PO Date: 2020-11-27 00:00:00
Merchant Name: --
PO Number: 112-4287490-6877842 ,
Amount USD: 7.99
SKU's: B07BL4V8DM ,

Cancellation Details
Reason of Cancellation:
cancelled_by_customer
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Finished

View Details

Se muestra el detalle de la solicitud de cancelación de esta manera.

- Marco **rojo**: Estado actual de la solicitud de cancelación.
- Marco **celeste**: Número de solicitud de cancelación.
- Marco **morado**: Acciones disponibles del estado (Actualizar y Eliminar)

Como el estado “Pending” es un estado inicial, solo se podrá visualizar la opción Actualizar.

Dashboard Control panel Home > Dashboard

Cancellations Request **3**

Return Label Pending Guide

Refresh Start Action: ▼

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Return Label		Example #1	ADMIN	2021-01-08 14:13:34	

Para registrar un cambio de estado, se selecciona una opción de la lista desplegable de “Start Action”.

Dashboard Control panel Home > Dashboard

Cancellations Request - 3

[Return Label Pending](#) [Guide](#)

[Refresh](#) **Start Action:** ▼

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Return Label		Example #1	ADMIN	2021-01-08 14:13:34	Refresh Delete

- Order Return
- Refund
- On Sale
- Sale Finished
- Unknown
- Collected Order
- Held Purchase
- Finance Pending

- **Order Return** → Solicitar la devolución de la orden.
- **Refund** → Confirmar el reembolso de la orden.
- **On Sale** → Establecer a la orden en liquidación.
- **Sale Finished** → Confirmar la venta de liquidación de la orden.
- **Unknown** → Establecer a la orden como estado desconocido.
- **Collected Order** → Establecer a la orden como colectada.
- **Held Purchase** → Establecer a la orden como retenida.
- **Finance Pending** → Establecer a la orden para acción de finanzas.

El sistema mostrará un pop up con el formulario, deberá llenar la información del estado, en caso seleccione la opción “Order Return” se habilitará la casilla de archivo donde deberá subir el archivo .PDF de la etiqueta. Este campo habilitado, es obligatorio.

Cancellation Request Details

CBT GSX

Status Commentary:

Etiquet File (.PDF):
Seleccionar archivo Ningún archi... seleccionado

Add Status

Copyright © 2018 GlobalShopex. All rights reserved.

Close

Una vez introducida la información, seleccione “Add Status”. El sistema mostrará un mensaje de confirmación de registro y podrá visualizar el registro en el menú de detalle.

Cancellation Request Details

CBT GSX

Status Commentary:

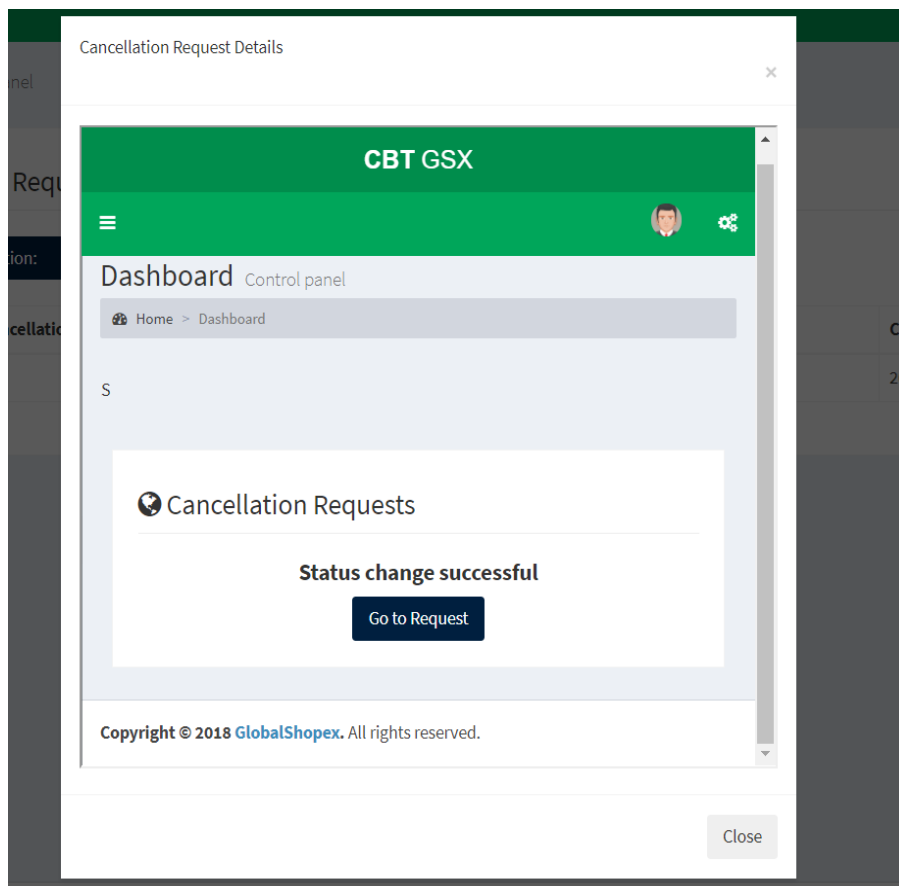
Devolución de Orden: 4190591938 - 494686
Solicito devolución
Saludos

Etiquet File (.PDF):
Seleccionar archivo e1.pdf

Add Status

Copyright © 2018 GlobalShopex. All rights reserved.

Close



Seleccionar “Go to Request” para volver al detalle de la solicitud.

Dashboard Control panel Home > Dashboard

Cancellations Request - 3 Order Return

Refresh Start Action: ▾

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Pending	3		BRNC	2021-01-05 14:42:03	↺
Order Return	3	Devolución de Orden: 4190591938 - 494686 Solicito devolución Saludos	BRNC	2021-01-06 21:40:03	↺ 🗑

Visualizar etiqueta de devolución

Para poder visualizar y descargar la etiqueta de devolución de orden, dirigirse a la cabecera de la orden, podrá visualizar la opción “View Etiket”, el cual mostrará la el archivo subido anteriormente.

#0 3 - 4190591938 - 494686

Customer purchase details

Order Date: 2020-11-27 15:29:05
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4190591938
Global Shopex Order: 494686
Amount Marketplace: 36.92
Amount USD: 36.92
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details

Name: Joceline Martinez Vazquez .
Customer ID: --
Phone (1): 8673307578
City: Nuevo Laredo
Country: Mexico

Merchant purchase details

PO Date:
Merchant Name: --
PO Number:
Amount USD:
SKU's: B07GR6TF9L ,

Cancellation Details

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Finished

View Etiqueta

View Details



Finalizar requerimiento de cancelación

Para finalizar un requerimiento de cancelación, el estado actual de la misma debe ser "Refund", "Sale finished" o "Unknown". Cuando se cumpla esta condición, se podrá visualizar la opción "Finish Request".

Dashboard Control panel

Home > Dashboard

Cancellations Request - 3

Refresh Start Action: Finish Request Refund

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Pending	3		BRNC	2021-01-05 14:42:03	Refresh
Order Return	3	Devolución de Orden: 4190591938 - 494686 Solicito devolución Saludos	BRNC	2021-01-06 21:40:03	Refresh Trash
Refund	3	Reembolsado correctamente	BRNC	2021-01-06 21:43:35	Refresh Trash

Para finalizar el requerimiento, seleccionar "Finish Request".

Dashboard
Control panel
Home > Dashboard

Cancellations Request - 3
Refund

Refresh
Start Action:
Finish Request

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Pending	3		BRNC	2021-01-05 14:42:03	
Order Return	3	Devolución de Orden: 4190591938 - 494686 Solicito devolución Saludos	BRNC	2021-01-06 21:40:03	
Refund	3	Reembolsado correctamente	BRNC	2021-01-06 21:43:35	

El sistema cambiará el estado del requerimiento, una vez finalizado se bloquearán los controles del detalle.

Dashboard
Control panel
Home > Dashboard

Cancellations Request - 3
Refund

Refresh
Start Action:
Finish Request

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Pending	3		BRNC	2021-01-05 14:42:03	
Order Return	3	Devolución de Orden: 4190591938 - 494686 Solicito devolución Saludos	BRNC	2021-01-06 21:40:03	
Refund	3	Reembolsado correctamente	BRNC	2021-01-06 21:43:35	

Cancellations Request Details

CBT GSX

Dashboard
Control panel
Home > Dashboard

Cancellations Request

Cancellation request successfully completed.

Go to Request

Copyright © 2018 GlobalShopex. All rights reserved.

Close

Dashboard
Control panel
Home > Dashboard

Cancellations Request - 3
Finished

Refresh
Start Action:

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Pending	3		BRNC	2021-01-05 14:42:03	
Order Return	3	Devolución de Orden: 4190591938 - 494686 Solicito devolución Saludos	BRNC	2021-01-06 21:40:03	
Refund	3	Reembolsado correctamente	BRNC	2021-01-06 21:43:35	
Finished	3	Solicitud finalizada	BRNC	2021-01-06 21:46:22	

En la cabecera del requerimiento también se podrá observar el estado finalizado.

Search Filters

Order Date: 2020-11-27 15:29:05
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4190591938
Global Shopex Order: 494686
Amount Marketplace: 36.92
Amount USD: 36.92
Qty of products: 1
Marketplace: MELICBT
Country: MX

Name: Joceline Martinez Vazquez
Customer ID: --
Phone (1): 8673307578
City: Nuevo Laredo
Country: Mexico

PO Date:
Merchant Name: --
PO Number:
Amount USD:
SKU's: B07GR6TF9L

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Finished

View Etiquet View Details

None

Se considera como un requerimiento sin categoría definida.

Ticketing

CBT GSX

Cancellation Type

Complete

Category Cancellation

None

Cancellation Commentary

Comentario Ejemplo

Request Cancellation

Close

Cancellations Request - 1

Pending [Guide](#)

Refresh

Start Action: ▾

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Pending	1	Comentario Ejemplo	ADMIN	2021-01-10 13:28:45	↻

En este punto, se puede definir el camino requerido del requerimiento.

ALL

PENDING

RETURN LABEL PENDING

RETURN PENDING

FINANCE PENDING

ON SALE PENDING

PRE UNKNOWN

COLLECTING PENDING

HELD PURCHASE PENDING

FINISHED

insert cancellation id, mark

Search

#0 1 - 4289949043 - 499036

Customer purchase details

Order Date: 2021-01-09 05:13:50
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4289949043
Global Shopex Order: 499036
Amount Marketplace: 38.27
Amount USD: 38.27
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details

Name: Fernando Ramirez Estrada .
Customer ID: --
Phone (1): 4773921737
City: León
Country: Mexico

Merchant purchase details

PO Date: 2021-01-09 00:00:00
Merchant Name: --
PO Number: 112-3702723-3833001 ,
Amount USD: 14.60
SKU's: B06XGZJ1L6 ,

Cancellation Details

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Pending

[View Details](#)

Order Return

Se considera como un requerimiento para la devolución de orden.

Ticketing

CBT GSX

Cancellation Type

Complete

Category Cancellation

Order Return

Cancellation Commentary

Comentario Ejemplo Order Return

Request Cancellation

Close

Cancellations Request - 2

Return Label Pending **i** Guide

Refresh

Start Action: ▾

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Return Label Pending	2	Comentario Ejemplo Order Return	ADMIN	2021-01-10 13:32:31	 



ALL



PENDING



RETURN LABEL PENDING



RETURN PENDING



FINANCE PENDING



ON SALE PENDING



PRE UNKNOWN



COLLECTING PENDING



HELD PURCHASE PENDING



FINISHED

insert cancellation id, mark

Search

#0 2 - 4289610128 - 499022

Customer purchase details

Order Date: 2021-01-08 21:42:22
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4289610128
Global Shopex Order: 499022
Amount Marketplace: 25.64
Amount USD: 25.64
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details

Name: jorge ernesto gonzalez núñez .
Customer ID: --
Phone (1): 6151078186
City: Mulege
Country: Mexico

Merchant purchase details

PO Date: 2021-01-09 00:00:00
Merchant Name: --
PO Number: 112-0242576-0353804 ,
Amount USD: 6.09
SKU's: 1338289446 ,

Cancellation Details

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Return Label Pending

View Details

First Page « Previous Next »

Order on Sale

Se considera como un requerimiento para la liquidación de orden.

Ticketing

CBT GSX

Out of Stock

Cancellation Type

Complete

Category Cancellation

Order on Sale

Cancellation Commentary

Comentario Ejemplo En liquidación

Request Cancellation

Close

Cancellations Request - 3

On Sale Pending [Guide](#)

Refresh

Start Action: ▾

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
On Sale Pending	3	Comentario Ejemplo En liquidación	ADMIN	2021-01-10 13:35:53	Refresh Delete



ALL



PENDING



RETURN LABEL PENDING



RETURN PENDING



FINANCE PENDING



ON SALE PENDING



PRE UNKNOWN



COLLECTING PENDING



HELD PURCHASE PENDING



FINISHED

insert cancellation id, mark

Search

#0 3 - 4289208842 - 499010

Customer purchase details

Order Date: 2021-01-08 18:06:36
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4289208842
Global Shopex Order: 499010
Amount Marketplace: 57.98
Amount USD: 57.98
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details

Name: Rosa Angelica Andrade Padilla .
Customer ID: --
Phone (1): 7751613269
City: Tulancingo De Bravo
Country: Mexico

Merchant purchase details

PO Date: 2021-01-08 00:00:00
Merchant Name: --
PO Number: 112-6312586-4906665 ,
Amount USD: 45.25
SKU's: B07FFG222C ,

Cancellation Details

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: On Sale Pending

[View Details](#)

Order Unknown

Se considera como un requerimiento que se considera en ese punto desconocido.

Ticketing

CBT GSX

Out Of Stock

Cancellation Type

Complete

Category Cancellation

Order Unknown

Cancellation Commentary

Comentario orden desconocida

Request Cancellation

Close

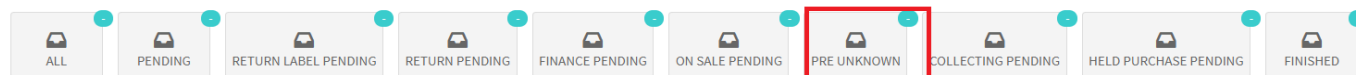
Cancellations Request - 4

Pre Unknown **i** Guide

Refresh

Start Action: ▾

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Pre Unknown	4	Comentario orden desconocida	ADMIN	2021-01-10 13:38:17	 



insert cancellation id, mark

Search

#0 4 - 4288580215 - 498979

Customer purchase details

Order Date: 2021-01-08 13:17:45
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4288580215
Global Shopex Order: 498979
Amount Marketplace: 37.13
Amount USD: 37.13
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details

Name: Leticia Arlette Ayala Garcia .
Customer ID: --
Phone (1): 8717682492
City: Torreón
Country: Mexico

Merchant purchase details

PO Date: 2021-01-08 00:00:00
Merchant Name: --
PO Number: 112-7678432-7740243 ,
Amount USD: 13.79
SKU's: B07GKBPZPV ,

Cancellation Details

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Pre Unknown

View Details

Order Collected

Se considera como un requerimiento para coleccionar una orden.

CREATED
01-08 12:57:08
er purchase details
ate: 2021-01-08 12:57
ceptance Decision D
er Debited Date: --
lace Order Status: p
lace Order: 4288533
hopex Order: 498974
Marketplace: 31.74
USD: 31.74
roducts: 1
lace: MELICBT
: MX

Ticketing

CBT GSX

Out Of Stock

Cancellation Type
Complete

Category Cancellation
Order Collected

Cancellation Commentary
Comentario orden colectada

Request Cancellation

Close

8093776 - 49895
CREATED
01-08 09:44:06
er purchase details
ate: 2021-01-08 09:44
ceptance Decision D
er Debited Date: --
lace Order Status: p
lace Order: 4288093
hopex Order: 49895

Cancellations Request - 5

Collecting Pending [Guide](#)

Refresh

Start Action: ▾

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Collecting Pending	5	Comentario orden colectada	ADMIN	2021-01-10 13:40:32	Refresh Delete



ALL



PENDING



RETURN LABEL PENDING



RETURN PENDING



FINANCE PENDING



ON SALE PENDING



PRE UNKNOWN



COLLECTING PENDING



HELD PURCHASE PENDING



FINISHED

insert cancellation id, mark

Search

#0 5 - 4288533602 - 498974

Customer purchase details

Order Date: 2021-01-08 12:57:08
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4288533602
Global Shopex Order: 498974
Amount Marketplace: 31.74
Amount USD: 31.74
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details

Name: CARMEN IMELDA GUTIERREZ
GUTIERREZ .
Customer ID: --
Phone (1): 6141016669
City: Chihuahua
Country: Mexico

Merchant purchase details

PO Date: 2021-01-08 00:00:00
Merchant Name: --
PO Number: 112-0946949-3289015 ,
Amount USD: 9.99
SKU's: B07X2FQBH9 ,

Cancellation Details

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Collecting Pending

[View Details](#)

Order Held Purchased

Se considera como un requerimiento para una orden retenida.

093776 - 49895

CREATED
1-08 09:44:06

Customer purchase details
Order Date: 2021-01-08 09:44
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4288093
Global Shopex Order: 498952
Amount Marketplace: 35.71
Amount USD: 35.71
Qty of products: 1
Marketplace: MELICBT
Country: MX

5970814 - 49891

CREATED
1-07 18:30:33

Customer purchase details
Order Date: 2021-01-07 18:30
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4288093
Global Shopex Order: 49891
Amount Marketplace: 18.18
Amount USD: 18.18
Qty of products: 1
Marketplace: MELICBT
Country: MX

Ticketing

CBT GSX

Out of Stock

Cancellation Type
Complete

Category Cancellation
Order Held Purchased

Cancellation Commentary
Comentario orden retenida

Request Cancellation

Close

Cancellations Request - 6

Held Purchase Pending  RefreshStart Action: 

Status	Cancellation Id	Cancellation Commentary	Cancellation User	Cancellation Date	Actions
Held Purchase Pending	6	Comentario orden retenida	ADMIN	2021-01-10 13:42:05	 

 ALL

 PENDING

 RETURN LABEL PENDING

 RETURN PENDING

 FINANCE PENDING

 ON SALE PENDING

 PRE UNKNOWN

 COLLECTING PENDING

 HELD PURCHASE PENDING

 FINISHED

insert cancellation id, mark

Search

#0 6 - 4288093776 - 498952

Customer purchase details

Order Date: 2021-01-08 09:44:06
Order Acceptance Decision Date: --
Customer Debited Date: --
Marketplace Order Status: paid
Marketplace Order: 4288093776
Global Shopex Order: 498952
Amount Marketplace: 35.71
Amount USD: 35.71
Qty of products: 1
Marketplace: MELICBT
Country: MX

Customer details

Name: Carlos Peinado .
Customer ID: --
Phone (1): 0446641120470
City: Tijuana
Country: Mexico

Merchant purchase details

PO Date: 2021-01-08 00:00:00
Merchant Name: --
PO Number: 112-7705546-6717818,
Amount USD: 13.69
SKU's: 052543254X,

Cancellation Details

Reason of Cancellation: out_of_stock
Type of Cancellation: complete
Type of Registration: manual
Status of Request: Held Purchase Pending

View Details

Procesos normales de requerimientos

Proceso	Estados
Devolución y reembolso de orden	1. Pending 2. Return Pending 3. Order Return 4. Refund 5. Finance Pending 6. Finished
Liquidación de orden	1. Pending 2. Sale Pending 3. On Sale 4. Sale Finished 5. Finished
Orden en estado desconocido	1. Pending 2. Pre Unknown 3. Unknown 4. Finished
Orden Colectada	1. Pending 2. Collecting Pending 3. Collected Order 4. Finished
Orden retenida	1. Pending 2. Held Purchase Pending 3. Held Purchase 4. Finished