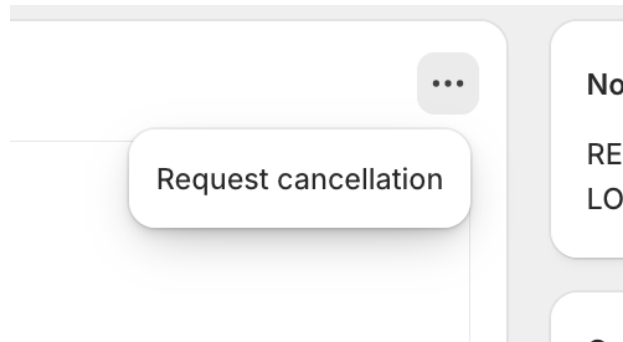


Order Cancellation Process

1. Initiate Cancellation:

- Click on the **three dots** on the order screen to request cancellation.
- This cancels the order in CRM2.

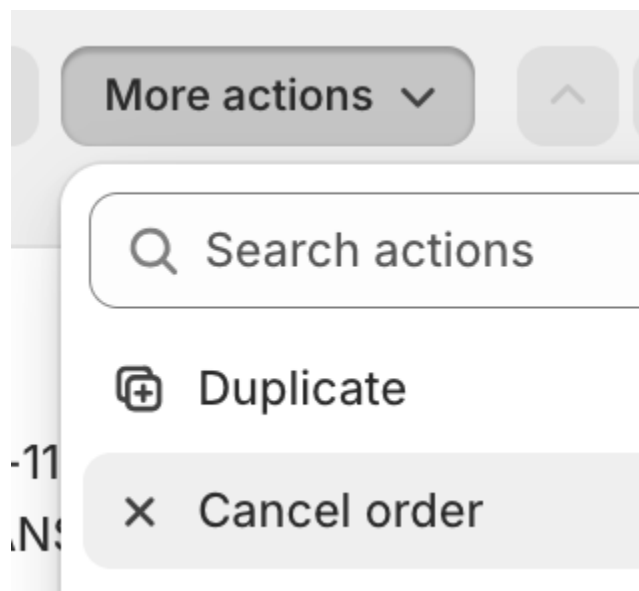


2. Wait for Confirmation:

- Wait a few seconds until the system shows “**Cancellation Accepted.**”

3. Cancel the Order:

- Go to **More Actions** and select **Cancel**.



4. **Process Refund:**

- Check if the refund is processed **automatically**.
- If not, **manually refund** the customer.

5. **Leave a Note:**

- Add a note explaining the **reason for the cancellation**.
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