



Cancellation Process.

A step-by-step guide to managing cancellations in Mirakl.

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Mirakl Cancellation Process

IN MIRAKL THIS IS CALLED REFUNDS (true cancellations in Mirakl are not possible due to Tesco config)

Please note: Cancellations are only possible while the order is in **'Awaiting Shipment'** (pre-dispatch) status. If the item has already been shipped, the customer will need to follow the **Returns and Refunds** process once the item has been delivered.

If there are multiple products in an order you must cancel the entire order.

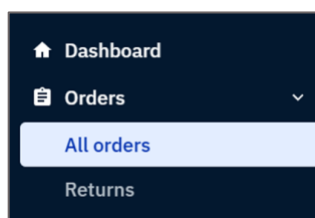
Cancellation Requested by Customer

If a customer contacts you to request a cancellation and the item has not yet been dispatched, you can cancel the order in Mirakl by selecting the **Refund** button.

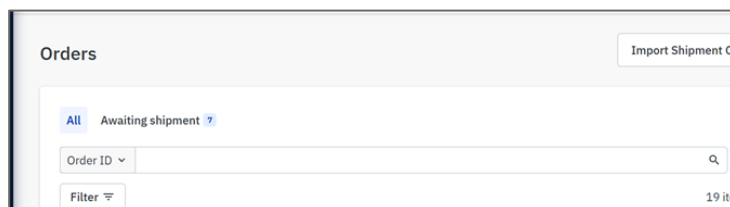
Steps

1. Locate and Open the Customer Order in Mirakl

- Navigate to **All orders**



- Search for the **Order ID**



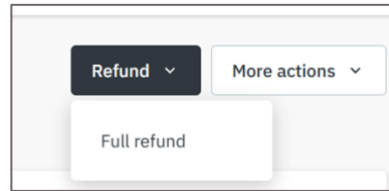
- Click on the **Order ID** to access the **Order details** page.
(you will only be able to process the cancellation if the order is in **'Awaiting Shipment Status'**)

<input type="checkbox"/>	Order ID ⓘ ↓	Status
<input type="checkbox"/>	Order_AL_08-A ⓘ 28/08/2025 11:40 AM	Awaiting shipment
<input type="checkbox"/>	Order_AL_07-A ⓘ 28/08/2025 11:40 AM	Awaiting shipment

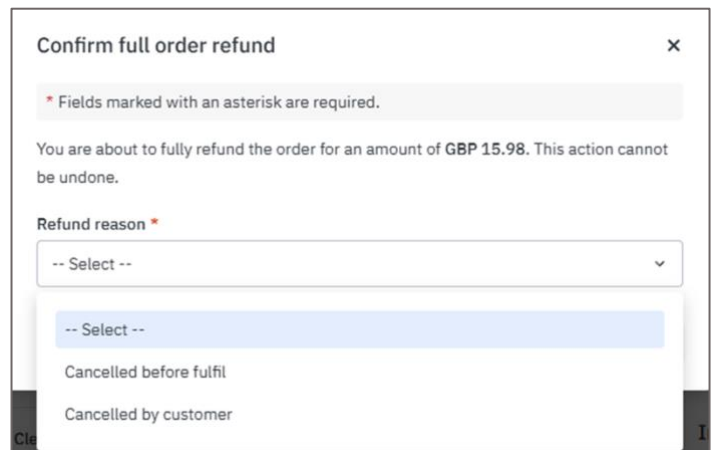
2. Refund Order:

Please note you are only able to refund the full order, if there are multiple products in the order, the entire order must be refunded.

- Click **Refund > Full Refund**



- Select '**Cancelled by customer**' as the refund reason from the drop down

A screenshot of a 'Confirm full order refund' dialog box. The title bar says 'Confirm full order refund' with a close button (X) on the right. Below the title bar, there is a note: '* Fields marked with an asterisk are required.' The main text reads: 'You are about to fully refund the order for an amount of GBP 15.98. This action cannot be undone.' Below this is a 'Refund reason *' label followed by a dropdown menu. The dropdown menu is open, showing three options: '-- Select --' (highlighted in light blue), 'Cancelled before fulfil', and 'Cancelled by customer'. The dialog box has a dark grey footer with 'Close' and 'I' buttons.

- Click **Confirm**

Cancellation by Seller

Occasionally, you may need to cancel a customer's order.

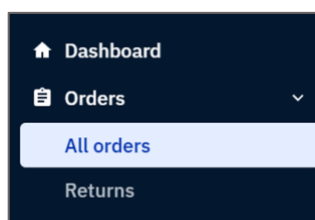
If the item has not yet been dispatched, you can cancel the order in Mirakl by using the **Refund** button.

Please ensure you contact the customer directly to let them know the order has been cancelled and the reason for the cancellation.

Steps

1. Locate and Open the Customer Order in Mirakl

- Navigate to **All orders**



- Search for the **Order ID**



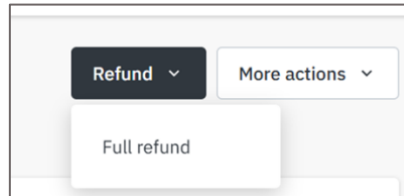
- Click on the **Order ID** to access the **Order details** page.
(you will only be able to process the cancellation if the order is in 'Awaiting Shipment Status')

<input type="checkbox"/>	Order ID ⓘ ↓	Status
<input type="checkbox"/>	Order_AL_08-A ⓘ 28/08/2025 11:40 AM	Awaiting shipment
<input type="checkbox"/>	Order_AL_07-A ⓘ 28/08/2025 11:40 AM	Awaiting shipment

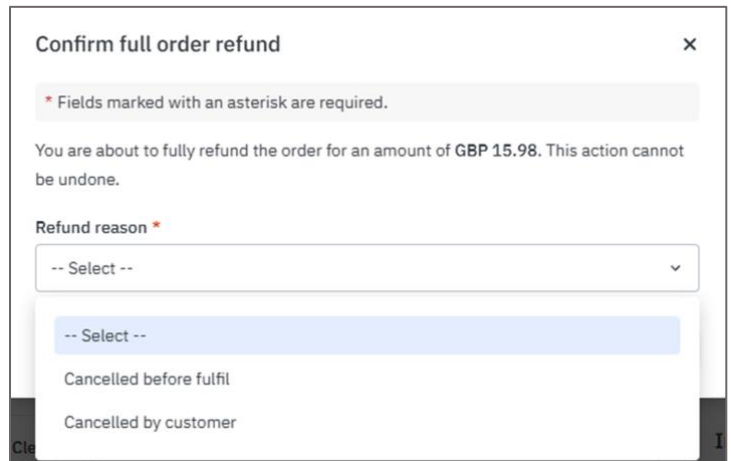
2. Refund Order

Please note you are only able to refund the full order so if there are multiple products in the order the entire order must be refunded.

- Click **Refund > Full Refund**



- Select '**Cancelled before fulfil**' as the reason for refund from the Full Refund drop down



- Click **Confirm**