

# Amazon Today, InfiPlex, Shopify Integration

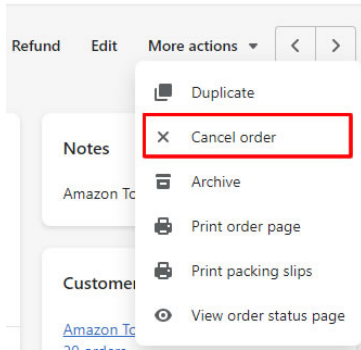
## Order Cancel Process:

### Scenario #1: Store Cancels Order

- Out of Stock and cannot fulfill order

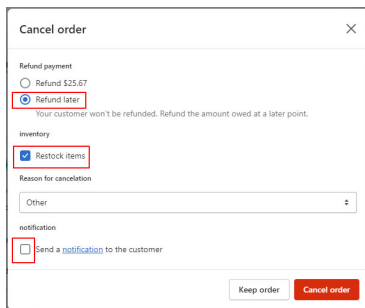
#### Step 1) Cancel Order in Shopify

- Go to **More actions** on the Order Detail page and click **Cancel order**



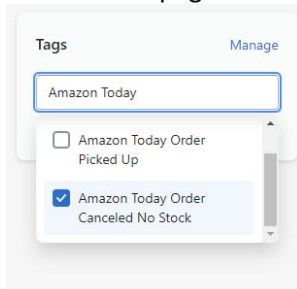
#### Step 2) Fillout Cancel Pop-up and Cancel Order

- Select Refund or Refund Later
- Uncheck Restock items if out of stock
- Uncheck Send Notification
- CLICK Cancel Order



#### Step 3) ADD Tag to alert Amazon Today

- ADD the order tag  
**Amazon Today Order Canceled No Stock**
- Tags are added on the Order Detail page bottom right



### Scenario #2: Amazon Cancels Order

- Order has NOT been fulfilled yet by Store

#### Step 1) Order will display as canceled on Shopify Order List page

- Since order has not been fulfilled, InfiPlex can Cancel the order in Shopify
- Order will display with a strike-through on the order list page
- You do NOT need to do anything else with these orders**

Order	Date	Customer	Total	Payment status	Fulfillment status	Items
#1037	Friday at 11:33 am	No customer	\$25.67	Paid	Unfulfilled	1 item

### Scenario #3: Amazon Cancels Order

- Order HAS BEEN FULFILLED by Store

#### Step 1) Receive Cancel Email

- InfiPlex will send the assigned Store admin an email alerting them that the order has been canceled

#### Step 2) Cancel Order in Shopify

- First, Cancel the Fulfillment from the Order Detail page
- Second, Cancel the Order

#### Step 3) Return Item back to Stock

- Return the product to the Amazon Today inventory area or wherever you keep Amazon inventory for that SKU

For More Help...



<https://infipler.com/Amazon-Today-Support-Shopify>