RESEARCH ARTICLE

Research Study on Internal Order Cancellation in Online Shopping Industry

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Abstract— This paper gives the information regarding the placed Order Cancellation and Internal placed order cancellation in online shopping industry. Study based on different e-commerce industry placed Order Cancellation procedure and proposing internal order cancellation method in different stages. If you need to cancel an order placed online, call the company…do not send an email. Many companies state in their email order confirmation that cancellations cannot be handled by email. Individuals who process orders are usually not the same ones reading customer email. Once an item is entered into the shipping process, it cannot be cancelled. It can, however, be returned for a refund. The shopping company should give all information essential for a return. When cancelling an order by telephone, have the order information/details and your credit card number ready to accelerate the process. Never send credit card information in an email.

Keywords— E-commerce, Returning goods, Cancelling online orders, Apple Store Cancel Order, ebay - Cancelling a transaction, Flipkart.com: How do I cancel an order? , amazon: Cancel Items, Cancellation Request

I. INTRODUCTION

Electronic commerce or ecommerce is a term for any type of business, or commercial transaction that involves the transfer of information across the Internet. It covers a range of different types of businesses, from consumer based retail sites, through auction or music sites, to business exchanges trading goods and services between corporations. It is currently one of the most important aspects of the Internet to emerge. Transacting or facilitating business on the Internet is called ecommerce. Ecommerce is short for "electronic commerce."

After placing an order buyer or customer wants to cancel the order they have to follow some protocol to get back fund. This paper provides information regarding cancel the order and internal order cancellation also. When you submit an order online using your credit card, the online company immediately requests authorization from your credit card company. This authorization ensures you have sufficient funds available to cover the deal and allows the online company to charge the amount precise to your account, which makes backing out of an online purchase hard but not unworkable. Here's how to effectively back out of every online purchase.

II. AIM OF THE STUDY

- To Study the concept of E-commerce
- To know How to Back Out of Every Online Purchase
- Study the different industry Online order Cancelling procedure
- Proposed Internal order cancellation

III. RELATED WORK

With the continuous growth and pervasion of the Internet in all aspects of daily lives, e-commerce has been largely integrated into our lives. However, there are many disadvantages of current e-commerce payment system, such as payment model, payment security system, etc. With achievements of e-commerce and payment system development acknowledged, this paper proposes the countermeasures of highlighting online payment security at current situation and points out several aspects of key constructions in the construction of China's secure payment system.[1]

With the development of Internet, e-commerce, with its advantages of high efficiency and low cost, has become important business mode. But security has always been one of the largest barriers to e-commerce. This paper analyses the security technology of E-commerce system, and proposes a secure model to improve e-commerce system. [2]

Returning goods

Returning goods online can be an area of difficulty. The uncertainties surrounding the initial payment and delivery of goods can be exacerbated in this process. Will the goods get back to their source? Who pays for the return postage? Will the refund be paid? Will I be left with nothing? How long will it take? Contrast this with the offline experience of returning goods to a shop.
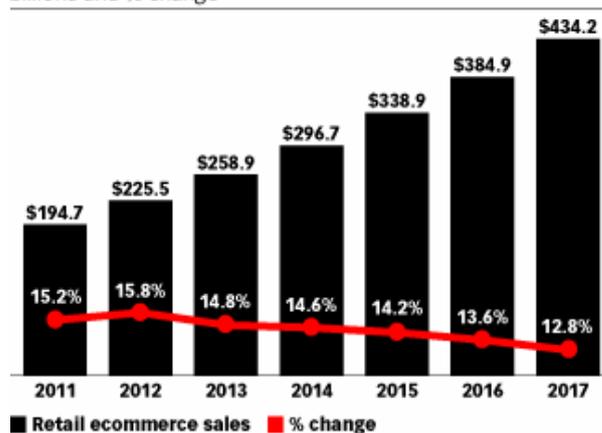
US Retail Ecommerce Sales, by Product Category, 2011-2016
billions

|	2011	2012	2013	2014	2015	2016
Computer & consumer electronics	$42.0	$49.3	$56.8	$66.2	$76.5	$87.9
Apparel & accessories	$37.6	$45.6	$54.2	$64.5	$75.7	$87.8
Auto & parts	$21.6	$23.7	$25.5	$27.8	$30.5	$33.5
Books/music/video	$17.4	$20.8	$24.4	$28.6	$33.2	$38.4
Furniture & home furnishings	$15.1	$17.7	$20.2	$23.3	$26.9	$30.9
Toys & hobby	$9.5	$11.2	$13.1	$15.3	$17.8	$20.7
Health & personal care	$9.3	$10.9	$12.5	$14.4	$16.5	$18.8
Office equipment & supplies	$6.5	$7.3	$8.0	$8.8	$9.6	$10.5
Food & beverage	$4.3	$5.0	$5.8	$6.8	$8.0	$9.4
Other	$31.4	$34.0	$38.4	$40.9	$44.1	$47.2
Total	**$194.7**	**$225.5**	**$258.9**	**$296.7**	**$338.9**	**$384.9**

Note: eMarketer benchmarks its retail ecommerce sales figures against US Department of Commerce data, for which the last full year measured was 2012; includes products or services ordered using the internet via any device, regardless of the method of payment or fulfillment; excludes travel and event tickets
Source: eMarketer, April 2013
154302   www.eMarketer.com

US Retail Ecommerce Sales, 2011-2017
billions and % change

Year	Retail ecommerce sales	% change
2011	$194.7	15.2%
2012	$225.5	15.8%
2013	$258.9	14.8%
2014	$296.7	14.6%
2015	$338.9	14.2%
2016	$384.9	13.6%
2017	$434.2	12.8%

Note: eMarketer benchmarks its retail ecommerce sales figures against US Department of Commerce data, for which the last full year measured was 2012; includes products or services ordered using the internet via any device, regardless of the method of payment or fulfillment; excludes travel and event tickets
Source: eMarketer, April 2013
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Privacy, security, payment, identity, contract. : Many issues arise - privacy of information, security of that information and payment details, whether or not payment details (eg credit card details) will be misused, Identity theft, contract, and, whether we have one or not, what laws and legal jurisdiction apply. [3]

E-commerce Security is a part of the Information Security framework and is specifically applied to the components that affect e-commerce that include Computer Security, Data security and other wider realms of the Information Security framework.[4]. [5]
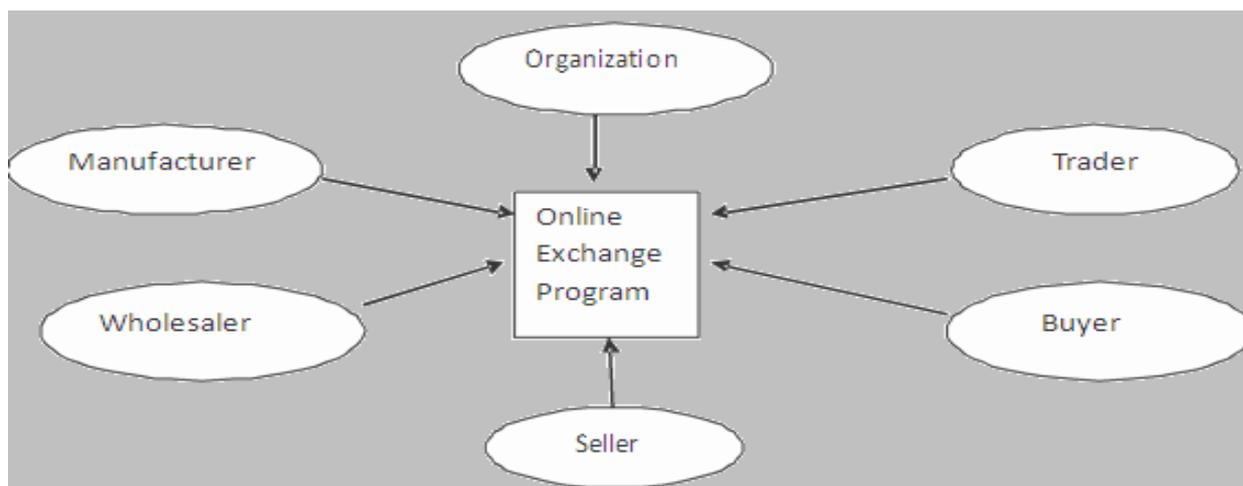
There are various user of E-Commerce in Businesses.

Indian consumers perceive e-banking to be less compatible than do American consumers :
First online shopping is, in large part, a solitary activity, which may be at odds with consumers in the more collectivist culture of India. Second, American consumers are more used to engaging in "distant" shopping such as catalog shopping, which has been a fixture in the USA for many decades. Americans may also find credit cards to be more compatible with their experiences. [6].

The fundamental problem may be that the internet was not designed to be very secure, it means open access for the purpose of research was the prime consideration at the time the Internet was implemented. An e-business must protect itself against unauthorized access to its computer network, denial-of-service traffic overloads, and the intrusion of destructive Viruses.[7]

How to Back Out of Every Online Purchase:
1) Check the online company's cancellation policy and call the company immediately.
2) Check your bank account for the refund.
3) Return the merchandise.
4) Follow up on the status of the refund by checking your transaction with the online company and checking your account.
5) Contact the credit card company that authorized the transaction.
6) After the investigation, the credit card company will make a decision based on information received from the cardholder and the online company.[8]

Cancelling online orders: If you need to cancel an order placed online, call the company…do not send an email. Many companies state in their email order confirmation that cancellations cannot be handled by email. Individuals who process orders are usually not the same ones reading customer email.

Once an item is entered into the shipping process, it cannot be cancelled. It can, however, be returned for a refund. The company should provide all information necessary for a return. When cancelling an order by phone, have the order information and your credit card number ready to expedite the process. Never send credit card information in an email.

Before placing a order online: Before ordering, make sure you understand the company return policy. There may be restocking fees, especially for electronic items such as digital cameras. Make sure you really want an item before ordering online. The return process can be a hassle, time-consuming and costly.[9]

Apple Store Cancel Order: If your item(s) are not in Prepared for Shipment or Shipped status, you may be able to cancel an item or the entire order online.

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To cancel an order or item, visit online Order Status, and click the View Orders button. From the Your Orders page, find the item you want to cancel and click the Cancel items link.

Once you've submitted your cancel request, the status message of the item(s) will read Cancelled or Pickup Cancelled. If you cancelled item shipping to a physical address, you will not be billed for your item. If you cancelled a pickup item, you may have been billed. We will initiate your refund immediately after you submit your cancel request.

If you are unable to cancel item(s) online, you may be able to return your item. To see if your item is eligible for a return, refer to the Returns & Refunds Help page or call Apple Store Customer Service. [10]

ebay - Cancelling a transaction:

Talk to the buyer: To receive a credit on your Final Value Fee, you'll need the buyer to agree to cancel the transaction. Contact your buyer and ask him or her to agree to cancel the transaction and let them know they'll be getting a note from eBay to start the process.

Cancel the transaction in our Resolution Centre:

We contact the buyer and they respond: Timeline:

* We contact the buyer immediately after you open your case.

* The buyer has 4 days from the time you opened your case to respond.

If the buyer doesn't pay within 4 days, you can close the case and an unpaid item may be recorded on the buyer's account. If the buyer has contacted you and you've agreed to extend the payment deadline, you can wait up to 36 days after the item ended to close the case.

Close the case: Timeline: As soon as 4 days and up to 36 days from the date of purchase.

* If you close the case or the case expires (37 days after it is opened) you won't be able to reopen it or open another case for this purchase.

* When a case is closed automatically, the buyer won't automatically receive an unpaid item recorded on their account.

* You can close the case if the buyer doesn't send payment within 4 days.

When your case is closed: If your buyer agreed to cancel your transaction or didn't respond, you'll receive a credit to your seller's account for the Final Value Fee within 7-10 business days of closing the case.[11]

Myntra - Cancellations and Modifications: You can cancel an order until it has been processed in our warehouse by going to the 'My Myntra' section of the website. This includes items purchased on sale. Any amount you paid will be credited back into your Myntra.com account in the form of Cashback.

Myntra.com's Return and Exchange Policy offers you the option to return or exchange items purchased on Myntra.com within 30 days of the receipt. In case of returns, we will credit the amount you paid for the products as cash back into your Myntra cashback account. If you choose to exchange the item for reason of mismatch of size or receipt of a defective item, you will be provided with a replacement of the item, free of cost. However an exchange is subject to availability of the item in our stock.[12]

Flipkart.com: How do I cancel an order?

You can cancel your order online before the product has been shipped. Your entire order amount will be refunded.

In case the item you have ordered has been shipped but has not yet been delivered to you, you may still cancel the order online. Your refund will be processed once we receive the originally ordered item back from the courier.

Unfortunately, an order cannot be cancelled once the item has been delivered to you.

In order to cancel an item in your order:

- Log into your Flipkart account and go to the 'My Orders' page
- Identify the item you want to cancel and click on the corresponding 'View Details' link

- In the detailed order page, you will see 'Cancel' links against each of the items in that order
- Click on the 'Cancel' link, indicate the reason for cancellation, choose a mode of refund and confirm cancellation
- Once your cancellation request is created, we will ensure that the cancellation is processed as soon as possible [13]

amazon:Cancel Items or Orders - To cancel an item or an entire order:

1. Go to Your Orders(in amazon.com website).
2. Click Cancel Items.
3. Select the check box next to each item you wish to remove from the order. If you wish to cancel the entire order, select all of the items.
4. Click Cancel checked items when finished.[14]
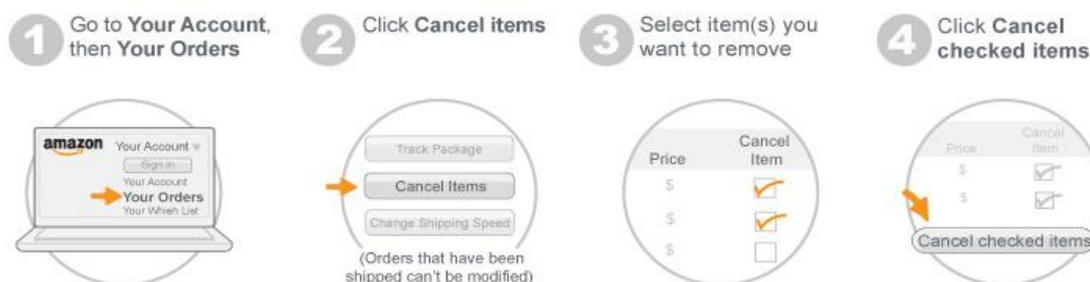
Indiatimes shopping:

The order may be cancelled before shipment due to any of the following reasons:

1. The specific product/model is out of Stock.
2. The order could not be shipped within the specified timeline.
3. On customers request
4. The shipping address is not serviceable.
5. Any other reason beyond the control of merchants or Indiatimes.

The orders may be cancelled post shipment and delivery due to any of the following reasons:

1. Established defect in the product which the seller is not able to either replace or repair.
2. Correct product could not be delivered.
3. Shipping address found to be untraceable, wrong, incomplete, locked and customer not available.
4. Customer refused to take the delivery, refund would not be applicable incase of perishable products, like flowers, cakes, etc and/or incase of made to order and personalized products, like mugs, T-shirts with personal pictures.
5. Products damaged during transit and delivery not accepted.[15]

IV. PROPOSED INTERNAL ORDER CANCELLATION

A cancellation occurs when the customer decides to discontinue the current deal and terminate the order. The customer can cancel a full order or certain items in an order. A cancellation request can arise during any order processing state. Considering the various states and the impact of cancellation during each state the order cancellation procedure can be broadly divided into the following phases.
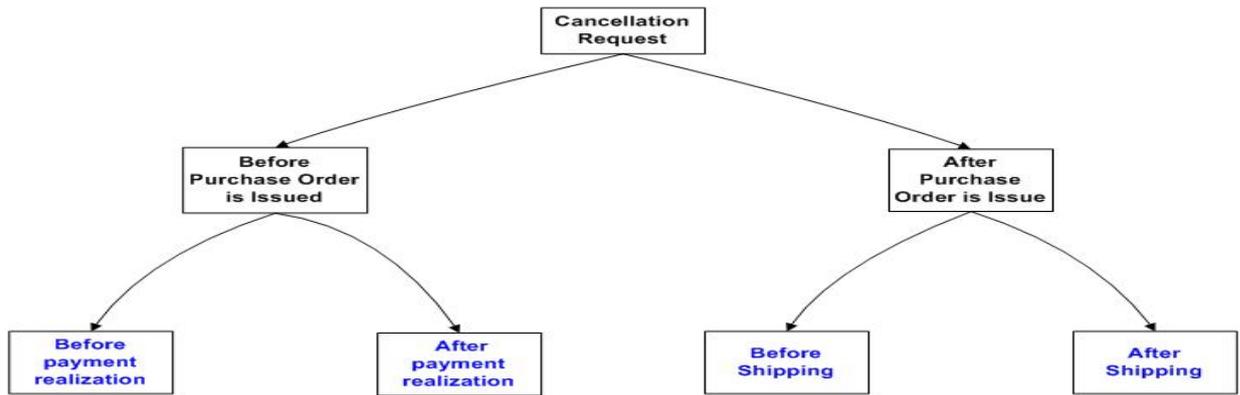
Fig.: INTERNAL ORDER CANCELLATION

Cancellation Request:
1) Before Purchase order is issued
  A. Before payment realization: This sections explains the procedure to cancel an item or an order before payment realization.
  B. After payment realization: This sections explains the procedure to cancel an item or an order :
  i)After payment realization ii) Before purchase order is issued.

2) After Purchase order is issue
  A. Before Shipping : This sections explains the procedure to cancel an item or an order

- After payment realization
- After purchase order is issued
- Before Shipment

  B. After Shipping: When an item or an order is cancelled after it is shipped then, it is considered as a return item.

V. CONCLUSIONS

This paper gives the information regarding placed Orders Cancellation and Internal placed order cancellation in online shopping industry. Study based on different e-commerce industry placed Order Cancellation procedure and proposing internal order cancellation method in different stages. If you need to cancel an order placed online, call the company…do not send an email. A cancellation occurs when the customer decides to discontinue the current deal and terminate the order. The customer can cancel a full order or certain items in an order. A cancellation request can arise during any order processing state. The order may be cancelled before shipment due to some reasons and also the orders may be cancelled post shipment and delivery due to some reasons based on customer feedback.

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