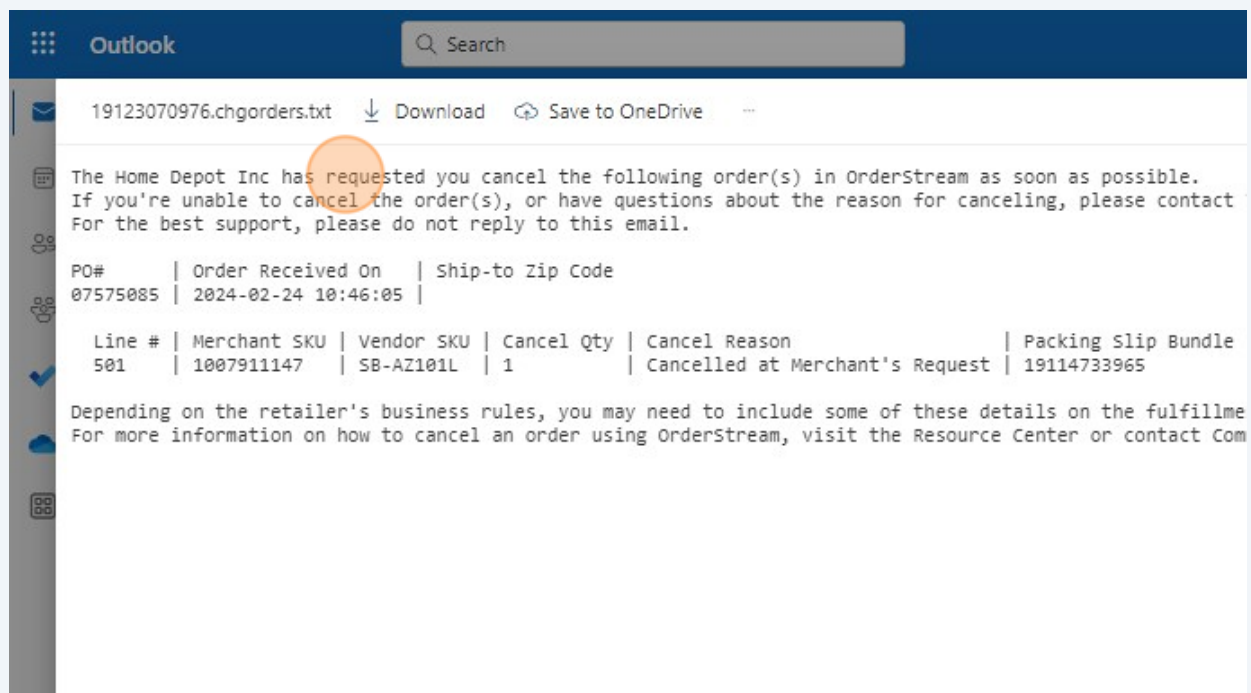
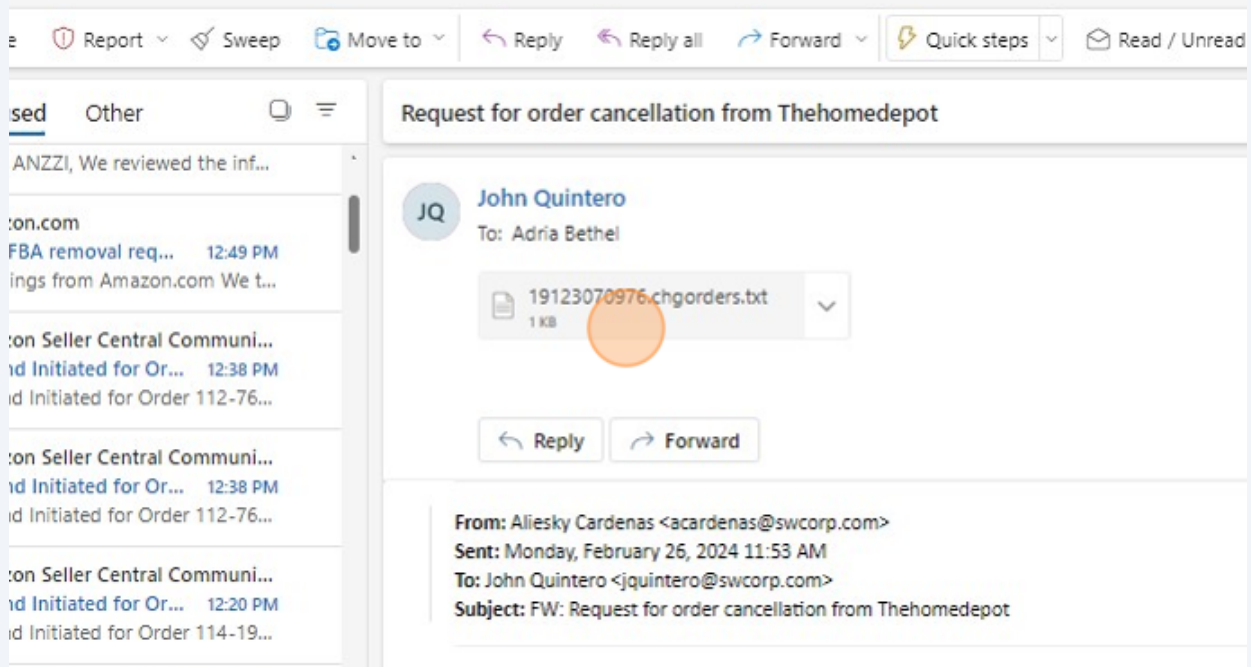


CommerceHub Cancellations

1 Email will come in



2

Open CommerceHub <https://account.commercehub.com/u/login/identifier?state=hKFo2SA5ZHIPN2RPUE44NXpgZjlHeHlmcGJtOWNWbjJ2SnVua6Fur3VuaXZlcnNhbc1sb2dpbqN0aWTZIGdtRDRPMmtNcE9YY2Jvc2NQeHV6cjNEU0tBNXFCMTVSo2NpZNkgTjZ3QnJKMXV3WEtSMU1tMFJ0RlgxSlhONklQNm5oYmw>

3

Log in and click "Continue"

Rithum

Source growth with one
best sources of supply,
products that perform, and
improved customer delivery.

[Learn more](#)

abethel@swcorp.com [Edit](#)

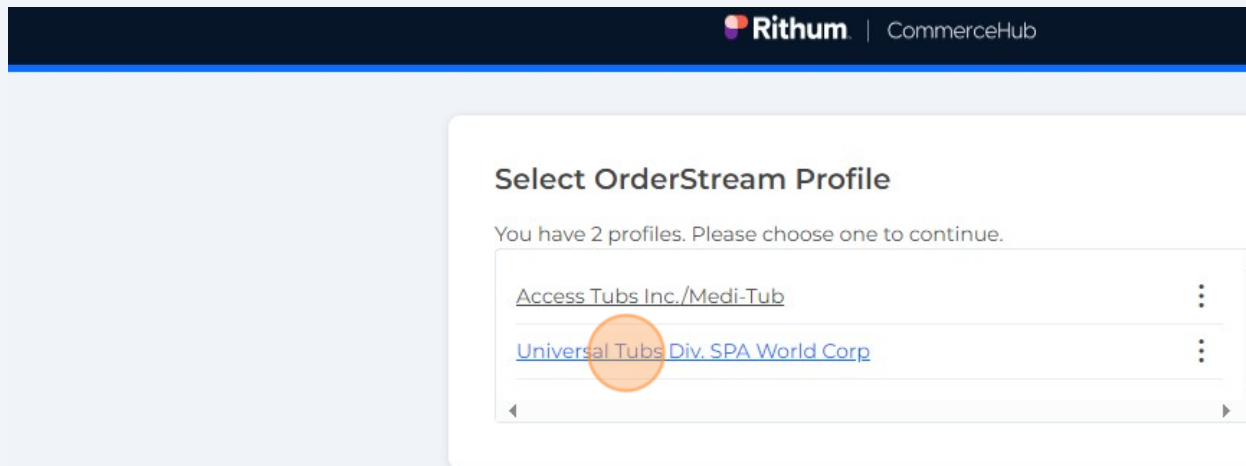
Password [👁](#)

[Forgot password?](#)

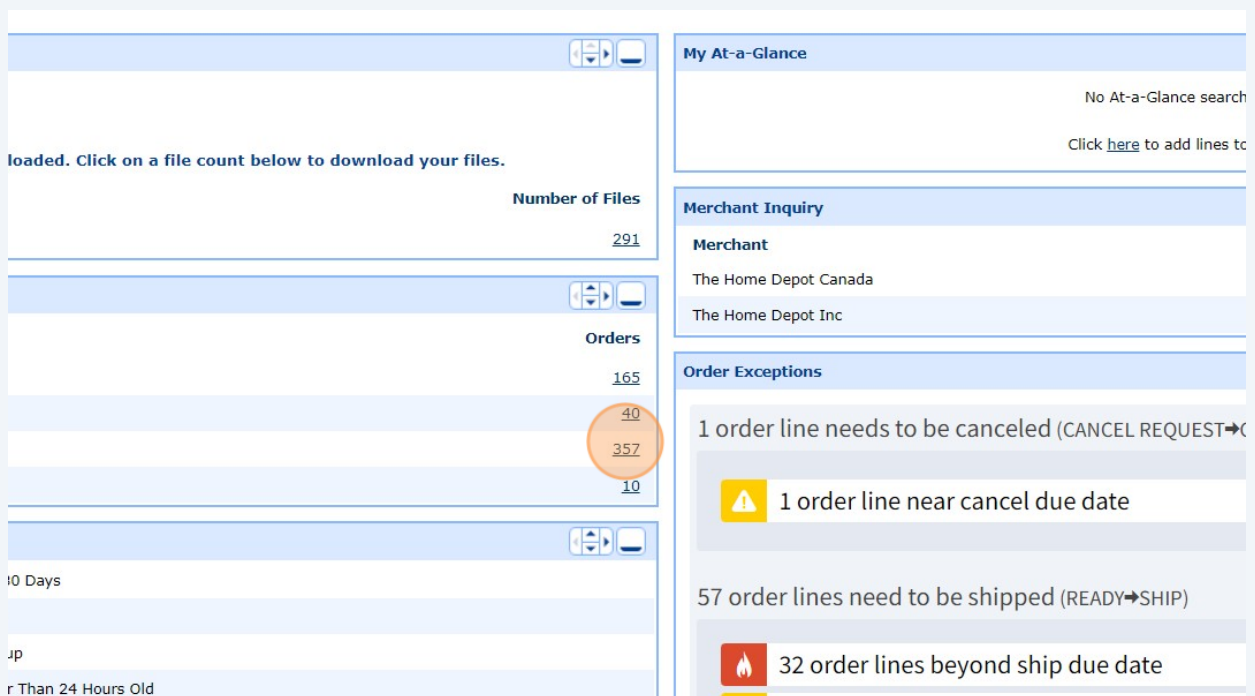
[Continue](#)

Don't have an account? [Sign up](#)

4 Select the account for the cancellation request



5 Click the orders



6 Click "Orders With Merchant Cancel Request"

Home Order Detail - 3285313572 The Home Depot Inc Order ...

You are here: Merchant Order Summary

Summary of The Home Depot Inc Orders That Require Action

Summary of The Home Depot Inc Orders That Require Action		
Status	# Orders	Description
Open / No Activity	304	Orders that have
Needs Invoicing	52	Orders that need
Orders With Merchant Cancel Request	1	Orders for which t

We're here to help! Visit our [website](#) for contact information or use our [support form](#).

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7 Copy the order number

Expand Search for Orders - Purchase Order Number Starting With Go

Home Order Detail - 3285313572 The Home Depot Inc Order ... The Home Depot Inc > Open...

You are here: The Home Depot Inc > Open Orders (Cancel Requested)

The Home Depot Inc > Open Orders (Cancel Requested)

PO Number: **07575085** placed on 02/24/2024

Ship To: Maureen Cashel, C/O THD Ship to Store #3007, 10890 Sunset Hills, St Louis, MO 63127 COMMERCIAL Bill To: Maureen Ca

Shipping Warehouse Tracking Number Shipping Method

Ship From

Address Line 1 5701 NW 35 Avenue Address Line 2

City/State/Zip Miami / FL / 33142 Country Code US

LINE #	MERCHANT SKU	VENDOR SKU	DESCRIPTION
501	1007911147	SB-AZ101L	ALEXANDER 60 in. L x 30 in. W Alcove Shower Pan Base with Left

8 Go to Netsuite and paste the order number in the "Search" field.

The screenshot shows the Netsuite interface. At the top, there is a search bar with the text "Search" and a magnifying glass icon. Below the search bar is a navigation bar with tabs: Leads, Opportunities, Customers, Forecast, Reports, Analytics, Pacejet, Documents, Setup, and V-Config. The "Customers" tab is selected. Below the navigation bar, the record for "HomeMartBath.com" is displayed, with a "CLOSED" status. Under the "Actions" dropdown, there is a section for "PO # HB2260" and a "MEMO" that reads "Cancelled at CS request - JQ". There is also a checkbox labeled "ON HOLD".

9 Select the "Sales Order"

The screenshot shows the Netsuite interface with a search bar at the top containing the number "07575085". Below the search bar, a dropdown menu is open, showing search results. The first result is "Item Fulfillment: IF369753 (5001 Home Depot.com)". The second result is "Sales Order: SOS2854398 / 07575085 (5001 Home Depot.com)", which is highlighted with an orange circle. Below the search bar, the navigation bar is visible with tabs: Leads, Opportunities, Customers, and others. The "Customers" tab is selected. Below the navigation bar, the record for "HomeMartBath.com" is displayed, with a "CLOSED" status. Under the "Actions" dropdown, there is a section for "PO # HB2260" and a "MEMO" that reads "Cancelled at CS request - JQ". There is also a checkbox labeled "ON HOLD".

10 Click "Close Order"

ORACLE NetSuite SWCORP LUXURY HOME BRANDS

Search

Activities Leads Opportunities Customers Forecast Reports Analytics Pacejet

Sales Order

SOS2854398 5001 Home Depot.com **PENDING FULFILLMENT**

Edit Back **Close Order** Actions

Primary Information

ORDER #	SOS2854398	PO #	07575085
CUSTOMER	5001 Home Depot.com	MEMO	
PROJECT		<input type="checkbox"/> ON HOLD	
DATE	2/24/2024		

Sales Information

11 Go to Commercehub and click the PO number

Ship To: Cesar Peraza, C/O THD Ship to Store #0671, 525 Saturn Blvd, San Diego, CA 92154 COMMERCIAL

Shipping Warehouse		Shipping Method	
Tracking Number			
Ship From			
Address Line 1	5701 NW 35 Avenue	Address Line 2	
City/State/Zip	Miami / FL / 33142	Country Code	

LINE #	MERCHANT SKU	VENDOR SKU	DESCRIPTION
501	1000947715	HD3060WIRWA	HD Series 60 in L x 30 in W Right Drain Q

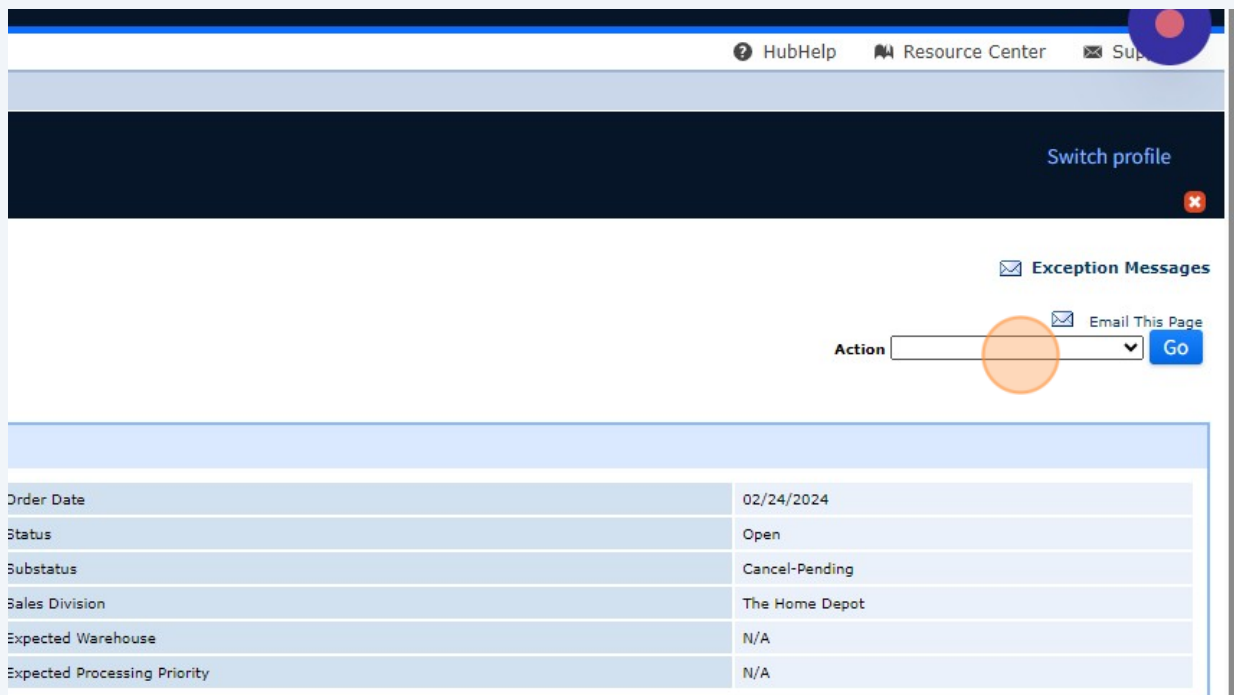
PO Number: 07575085 placed on 02/24/2024

Ship To: Maureen Cashel, C/O THD Ship to Store #3007, 10890 Sunset Hills, St Louis, MO 63127 COMMERCIAL

Shipping Warehouse		Shipping Method	
Tracking Number			
Ship From			
Address Line 1	5701 NW 35 Avenue	Address Line 2	
City/State/Zip	Miami / FL / 33142	Country Code	

LINE #	MERCHANT SKU	VENDOR SKU	DESCRIPTION
501	1007911147	SB-AZ101L	ALEXANDER 60 in. L x 30 in. W Alcove Sh

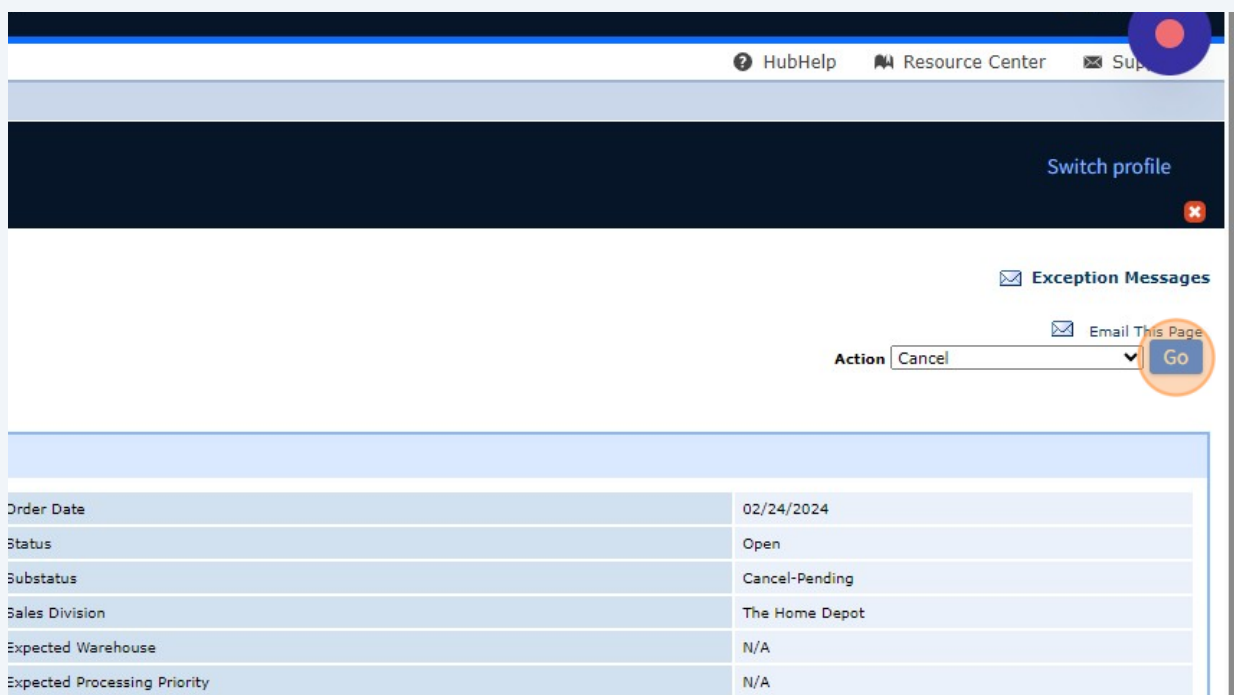
12 Go to Actions and select the dropdown



The screenshot shows a web interface with a top navigation bar containing 'HubHelp', 'Resource Center', and 'Sup'. A dark blue header bar on the right has a 'Switch profile' link and a close icon. Below this, there are checkboxes for 'Exception Messages' and 'Email This Page'. The 'Action' dropdown menu is highlighted with an orange circle. Below the dropdown is a 'Go' button. At the bottom, there is a table with order details.

Order Date	02/24/2024
Status	Open
Substatus	Cancel-Pending
Sales Division	The Home Depot
Expected Warehouse	N/A
Expected Processing Priority	N/A

13 Select "Cancel" and click Go



This screenshot shows the same web interface as the previous one, but the 'Cancel' option in the 'Action' dropdown menu is now selected and highlighted with an orange circle. The 'Go' button remains visible next to it. The table at the bottom of the page is identical to the one in the previous screenshot.

Order Date	02/24/2024
Status	Open
Substatus	Cancel-Pending
Sales Division	The Home Depot
Expected Warehouse	N/A
Expected Processing Priority	N/A

14 Put the quantity to be canceled under "cancel quantity"

ity for **subsequent** boxes. Visit HubHelp to learn more about split shipments.

Add Box

<div></div>				
<div></div>				
<div></div>		Address Line 3 <div></div>		
<div>USA</div>				
	QUANTITY REMAINING	SHIP QUANTITY	CANCEL QUANTITY	CANCELLATION REASON
ain in White	1	<div></div>	<div></div>	<div></div>

Clear Entries

Submit

ie carefully review your entries before submitting this action.

15 Select the cancellation reason dropdown

ity for **subsequent** boxes. Visit HubHelp to learn more about split shipments.

Add Box

<div></div>				
<div></div>				
<div></div>		Address Line 3 <div></div>		
<div>USA</div>				
	QUANTITY REMAINING	SHIP QUANTITY	CANCEL QUANTITY	CANCELLATION REASON
ain in White	1	<div></div>	<div>1</div>	<div></div>

Clear Entries

Submit

ie carefully review your entries before submitting this action.

16 MAKE SURE YOU SELECT CANCELLED AT MERCHANTS REQUEST

tity for **subsequent** boxes. Visit HubHelp to learn more about split shipments.

Add Box

<div></div>				
		Address Line 3		
USA				
	QUANTITY REMAINING	SHIP QUANTITY	CANCEL QUANTITY	CANCELLATION REASON
ain in White	1		1	Cancelled at Merchant's Request

Clear Entries

Submit

carefully review your entries before submitting this action.

Product Has Been Discontinued
Cancelled at Merchant's Request
Out of Stock

17 Click "Submit"

tity for **subsequent** boxes. Visit HubHelp to learn more about split shipments.

Add Box

<div></div>				
		Address Line 3		
USA				
	QUANTITY REMAINING	SHIP QUANTITY	CANCEL QUANTITY	CANCELLATION REASON
ain in White	1		1	Cancelled at Merchant's Request

Clear Entries

Submit

carefully review your entries before submitting this action.