

# David Jones Short Ship/ Non-Ship for Drop Ship ASNs

*Improving the exchange of data to maximise efficiencies*

## Cancellations / Refunds for Unshipped Items

If a vendor sends a Short-Ship or Non-Ship ASN, David Jones will automatically process refunds for unshipped or cancelled items —no need to contact Customer Care. This new process applies to Drop Ship ASNs.

Under the ASN tab, a new option is available: **Orders Not Shipped – Cancelled**.

The screenshot shows the 'Fulfillment' dashboard with the 'Transactions' tab selected. A 'Quick Entry - 1 document' form is displayed for 'David Jones Omni-Channel - Despatch Advice : 193'. The form includes fields for 'Estimated Delivery Date', 'Shipment Type', 'Tracking URL', 'Consignee's Number', 'Total Number of ASNs for order', 'Shipment Status', 'Carrier Name', 'Number of Packages', and 'Package Type'. The 'Shipment Status' dropdown menu is highlighted with a green box and shows the option 'Order Not Shipped - Cancelled' selected.

Partial Refunds or Refunds after 30 days would still go through David Jones Customer Care

Questions ?

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