

<http://paytmgobig.com/seller-penalty-engine/>

Orders cancelled pre SLA breach	Orders cancelled post SLA breach
50% of Marketplace Commission + Service Tax	100% of Marketplace Commission + Service Tax
+	+
100% of Payment Gateway charges + Service Tax	100% of Payment Gateway charges + Service Tax

SLA

1. SLA for acknowledge – 24 hours from order creation 24 小时内 acknowledge 接单
2. SLA for shipping out - 3 days from order date, auto-cancel after 7 days 下单后 3 天内必须在系统内处理订单，标记为 shipped 状态，7 天后系统自动取消订单，视为卖家 SLA breach
3. SLA for delivery – 15 days from order date, auto-cancel after 20 days 下单后 15 天内要求派送，如果卖家 15 天后申请退款，将视为卖家 SLA breach； 下单后 20 天后系统自动取消订单，视为卖家 SLA breach

标记为 Fraud Order 而取消的订单，虽然显示为 Merchant Cancelled，也对卖家没有罚款

The screenshot displays an 'Order Item History' window for Order ID: 3059822580 and Item ID: 3253341432. The table below shows the order's status changes:

Status	Comment	Timestamp
Merchant Cancelled	Fraud Order	11/04/2017 03:14:55 AM
Pending Acknowledgement		10/04/2017 08:54:06 PM

Additional order details visible in the background include: Price: ₹ 1580, Order ID: 3059822580, Item ID: 3253341432, Merchant ID: AMH007709_B_M#P360, Color: Black, Shipping Amount: ₹ 1, Platform: IOSAPP 5.9.2, Payment Mode: PREPAID, and Order Status: Merchant Cancelled. A 'Refund Initiated' status is also noted at the bottom right.