How to Fulfill/Cancel/Refund an Order

1. **To Fulfill an order:**
   - *Note: Customers are not charged until an order is fulfilled*
     a. From the sidebar, select **Marketplace Home ➔ Your Merchant ➔ Stores ➔ Your Store ➔ Fulfill Orders**
     b. Check the order(s) you would like to fulfill
        - *Note: Try not to fulfill more than 20 orders at a time*
     c. Click **Process Fulfillment**
     d. Review orders, then click **Accept Payment**
     e. Review again, then click **Proceed To Step 3**
     f. Enter a tracking number (if required), then click **Proceed To Step 4**
     g. Click **Send E-Mail**
     h. Click **Continue**

2. **To Cancel an order:**
   - *Note: Orders can only be cancelled prior to fulfillment, customer is not charged*
     a. From the sidebar, select **Marketplace Home ➔ Your Merchant ➔ Stores ➔ Your Store ➔ Fulfill Orders**
     b. Check the order(s) you would like to cancel
        - *Note: Try not to cancel more than 20 orders at a time*
     c. Click **Process Fulfillment**
     d. Adjust the item quantities to be cancelled, then click **Update Items**

3. **To Refund an order:**
   - *Note: You can only refund orders that have already been fulfilled*
     a. From the sidebar, select **Marketplace Home ➔ Your Merchant ➔ Stores ➔ Your Store ➔ Fulfill Orders**
     b. Select a date range, then under **Show Orders** choose Fulfilled Date
     c. Click **Search**
     d. Find the order to be refunded, then click **View**
     e. Adjust the quantity and amount to be refunded, then click **Process Refund**