1. **To Fulfill an order:**
   Note: Customers are not charged until an order is fulfilled
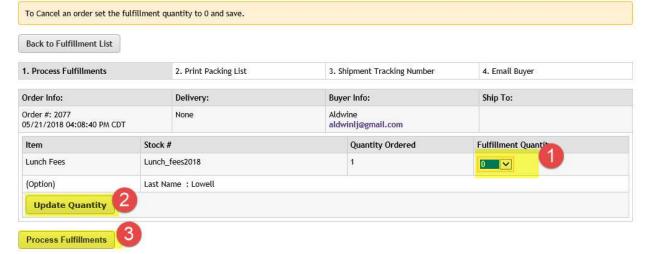   a. From the sidebar, select Marketplace Home > Your Merchant > Stores > Your Store > Click on **Fulfill Orders**
   b. Check the order(s) you would like to fulfill Note: Try not to fulfill more than 10 orders at a time
   c. Click **Process Fulfillment**
   d. Review orders, then click Accept Payment
   e. e. Review again, then click **Proceed To Step 3**
   f. f. Enter a tracking number (if required), then click **Proceed To Step 4**
   g. g. Click **Send E-Mail**
   h. h. Click **Continue**

2. **To Cancel an order:**
   Note: *Orders can only be cancelled prior to fulfillment, customer is not charged*

   a. a. From the sidebar, select Marketplace Home > Your Merchant > Stores > Your Store > **Fulfill Orders**
   b. 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 [**Fulfillment Quantity= 0**], then click **Update Quantity**
   e. Click **Process Fulfillments**

To Cancel an order set the fulfillment quantity to 0 and save.

Back to Fulfillment List

1. Process Fulfillments	2. Print Packing List	3. Shipment Tracking Number	4. Email Buyer

Order Info:	Delivery:	Buyer Info:	Ship To:
Order #: 2077 05/21/2018 04:08:40 PM CDT	None	Aldwine aldwinlj@gmail.com	

Item	Stock #	Quantity Ordered	Fulfillment Quantit
Lunch Fees	Lunch_fees2018	1	0 ⌄ ①
(Option)	Last Name : Lowell		

Update Quantity ②

Process Fulfillments ③

3. **To Refund an order:**

   Note: You can only refund orders that are previously been fulfilled.

   a. From the sidebar, select Marketplace Home > Your Merchant > Stores > Your Store > **Fulfill Orders**
   Search for orders by date rage or order number

   b. Select Fulfilled Date or Ordered Date from the Show Orders dropdown list, and then select a date range to search. Click the Search button. The Fulfillment List page is updated to display the orders that meet the criteria that you entered.

   c. Locate the order in the displayed list and click its **View button**. The Store Fulfillment page appears.

Important! The Refund Amount field only appears if partial refunding has been enabled (by setting the "Allow Partial Refunds" option to Yes on the Store General Settings page). If this option has been set to Yes, the Refund Amount field will be editable for each item in the order. Likewise, shipping cost refunds are only available if "Allow the Refunding of Shipping" is set to Yes on the Store General Settings page.

   d. Adjust the quantity and amount to be refunded, then click Process Refund Click **Process Refund**

Process Refund

Total amount available to refund:						$100.00			

Item	Stock #	Quantity Ordered	Quantity Not Fulfilled	Quantity Cancelled	Quantity Returned	Refundable Amount	New Quantity To Return	Refund Amount	A⸱ C
Lunch Fees	Lunch_fees2018	1	0	0	0	$100.00	1 ⌄ ①	$ ②	

To refund one or more of each item, enter the quantity returned and/or refund amount, then click Process Refund.

Process Refund ③

Return Policy

All sales are considered final Sales and no refunds will be issued