

The Order Process

In the Orders tab of your Workspace, you can view and respond to orders placed by customers.

There are several steps you'll need to take after a customer places an order, based on payment and shipping methods.

Customer selections during the order process are important factors that determine how you will respond. For example, if a customer pays by credit card, payment is automatically accepted, but you have to ship and close the order. If a customer pays cash on delivery, you must ship the order and then accept payment and close the order.

Let's walk through the order process from the customer initiation to your role.

Step 1: A Customer Places an Order

1. A customer adds an item to the shopping cart on your store. When the customer is ready to checkout, he/she goes to your checkout page.
2. The customer enters his/her information, billing address and an optional alternate shipping address.

[Home](#) [Catalog](#) [About & contact](#) [Test](#) [First Collection](#) [Your Cart \(1\)](#) [SEARCH THE STORE](#)

Your Information

Email Address: sara@powerstores.com

First Name:

Last Name:

Company:

Mobile Phone:

Yes, I would like to receive e-mail updates and special offers from saratesttee

I agree to the [Terms and Conditions](#)

Ship items to billing address

[Uncheck this to add new shipping details](#)

Billing Address

Street Address:

Apt, Landmark etc.:

City:

Country:

State / Province:

Postal / Zip Code:

Phone:

Special Instructions:

Items will be shipped to the billing address above

Cart Summary

Item	Total
 1 x Techno (Techno)	Rs.15.00
<hr/>	
Item Sub-Total	Rs.15.00
Shipping	Rs.25.00
Tax	Rs.0.60
Edit Cart	Rs.40.60

How would you like to pay for your order?

Test Gateway

Cash on Delivery (COD)

Delivery Options

Courier Shipping

Discounts

Use a Discount Code: [Apply](#)

[Continue](#)

3. The customer selects a **payment option** (based on the [Payment Methods](#) you've set up).

How would you like to pay for your order? *

    

Cash on Delivery 

Money Order or Check

Bank Transfer

4. The customer **Cart Summary** shows the products ordered and any shipping fees or taxes applied (based on the preferences you've set for [Taxes](#) and [Shipping](#)).

5. When the customer completes the checkout process, a "Thank you" page appears.

 In the sample screen below, the customer receives specific instructions for **Cash on Delivery**, based on the customer's payment selection of COD. You can customize the instructions shown for each payment option in the Payment preferences.

Thank You

We have received your order.

An email containing a summary of your order has been sent to the email address provided by you.

You will receive a shipping confirmation email as soon as your order is shipped.

You order id is: **#1005**



Cycle Parts (Cycle Parts)
1 x Rs.22.00

Instructions for Cash on Delivery (COD)

Please be prepared to give the money owed to the courier upon delivery.
Thank you!

Thank you for shopping at

Step 2: You are Notified of the Order

After an order is placed in your store, a notification email will be sent to you on the email address entered in your Settings. See [this article on Email Settings](#) to set your preferred email address for these notifications.



NOTE: You should ensure that this email address is checked regularly, so that you are aware when a new customer order is placed. Your customers will expect you to fulfill their orders promptly.

Step 3: Processing the Order

1. Login to your Workspace
2. Click on **Orders** from the left menu.
3. Click the Order ID of the new order to view all details and process the order. Read more about [Processing Orders here](#).

Related articles

- [Placing a Test Order](#)
- [Viewing and Processing Orders](#)
- [Sending an Email regarding an Order](#)
- [Attaching a Note to an Order](#)
- [Printing an Order](#)