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In Marketplace, products can be set up with “Auto Fulfill” option set to “Yes”. With this option no action is required by the store manager to fulfill the order. It could be used for products in which no shipping is involved (events, conferences, donations).

However, if “Auto Fulfill” option is set to “No”, the order must be fulfilled manually. The credits cards don’t get charged until the fulfiller user (designated user) completes the fulfillment process.

Here you can find the steps to fulfill one or more orders.

1. Log in
   a. Log in U.Commerce Central, enter your Username and Password that have been provided to you.

https://secure.touchnet.com/ucommercecentral
b. Once you are logged-in, click on the application tab.

c. Navigate to Marketplace
2. Steps for fulfilling an order
   a. Navigate to Marketplace Home \([\text{Merchant Name}]\)\(\rightarrow\)Store\(\rightarrow\)[your store name]\(\rightarrow\)fulfill orders

   ![Diagram showing navigation steps]

   b. Click on the number under the “fulfillment pending” column.

   ![Table showing fulfillment pending numbers]
c. Check the box of the order desired to fulfill
   i. You are able to check more than one box at a time.

d. Click “Process Fulfillment”
e. Click “OK” when asked if you want to fulfill these shipments.

![Image of confirmation dialog box]

f. Click “Accept Payment”.

![Image of TouchNet interface showing order fulfillment]

![Image of another confirmation dialog box]

g. Click “Ok” when asked if you are sure that you want to charge the customer.
h. Click “Proceed to Step 3”

i. Click “Proceed to Step 4”
j. Click “Send Email”

Note: Sending an email is to the customer is optional. If you do not want to contact the customer, click “Back to fulfillment List”

k. Click “Continue”