Marketplace: Fulfilling a uStore Order

The store contact is responsible for fulfilling the orders your customers make. This takes place after a purchase of a physical item. This allows the system to know that the product is being sent out and to charge the credit card. You will have to login to uCommerce, search your item and fulfill it.

Questions? Contact Amy Holter in Business Services at aholter@macalester.edu
1. Use the following information to login to the UCommerce uStore site: https://secure.touchnet.com/ucommercecentral

2. Enter your username and password that have been provided to you by Business Services.
Once you are logged-in you will see the page below. Go to OPCenter > Marketplace

On the left hand side there will be some titles. Your Department/Group name will be in these titles. In this example below it is Finance Department.
3. **To Fulfill an Order** click on [Department Name] > Stores > [Store Name] > Fulfill Orders
   - NOTE- The buyer’s credit card is not charged until the order is fulfilled.

   ![Image of the Macalester Merchandise Fulfillment List](image)

   This page will tell you if you have any orders to fulfill (see arrow above, this example has 2).

4. to search for your orders, you can either:
   - Enter in a range of dates the order(s) was made in
   - Search by Order #
   - Or Select from the list of Orders

5. After you find your Order(s) select the corresponding checkbox for each order that you would like to fulfill.

6. Click the “Process Fulfillment” button.

7. Click ok
This next screen is the Accept Payment page.

1. Review the displayed order information.
   a. If all is correct, click the Accept Payment button.
   b. If you notice something that is incorrect (e.g. you selected the wrong order) click on the Update Items button or go back to the fulfillment page and correct.

2. Click ok when “this will charge customers card...” box pops up.
1. If you need a packing slip, click Print Packing list button.
   a. This will bring you to a printing page; each order will print on a different page.
   b. Close the packing slip window and continue with next step

2. Click Proceed to Step 3.
1. Enter a tracking number (if applicable) for all of your orders.

2. Click the Proceed to Next Step 4 button.
3. Click the Send Email button to send a shipment confirmation to each customer. Example of email below.

**For donations** you will have the option to skip sending an e-mail message (because the message “your order has been processed” may confuse the user).