

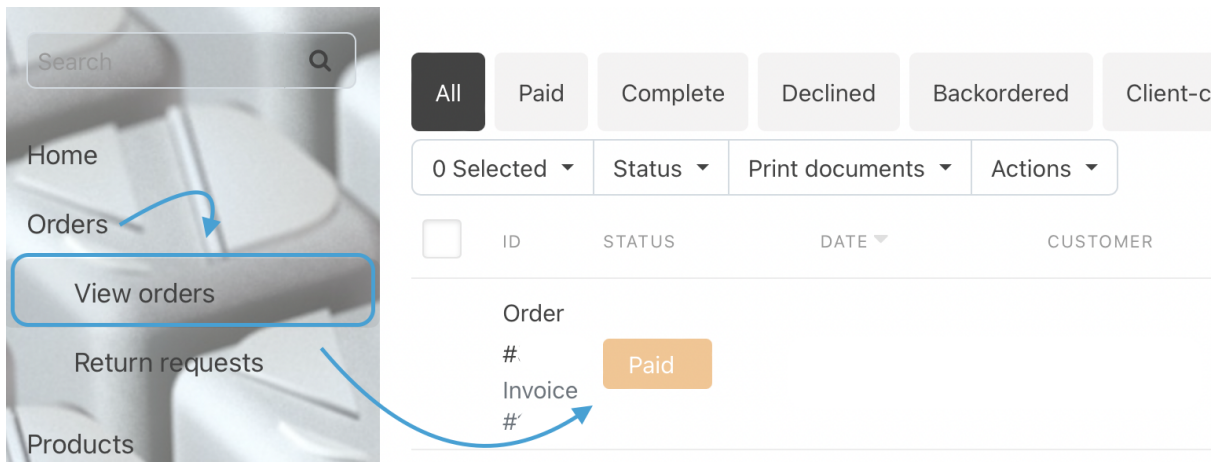
## Orders

- I received an order, now what?

You have received an order. Here you can see what happens next.

You have received an email and now see the order in the vendor dashboard under Orders → View Orders. Orders that have the status "Paid" can be dispatched.

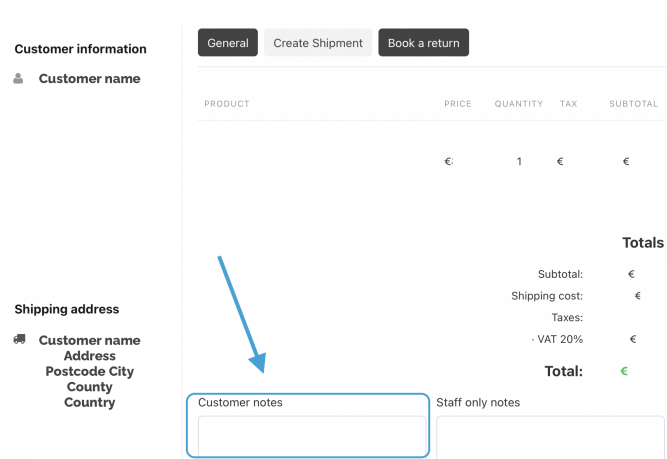
The customer has already received their order confirmation..



- Where can I see where the parcel needs to go?

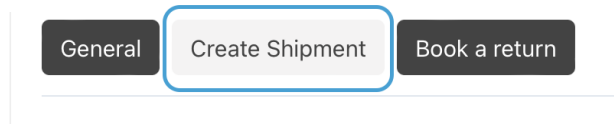
Click on the corresponding order in the section Orders → Show Orders, here you can see all the important data such as name, delivery address, products, etc.

i. Look out for the comments box at the bottom if the customer has provided further information.

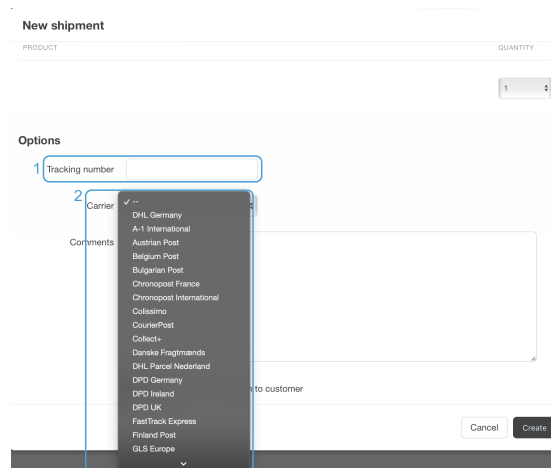


- Sending my order, what do I need to know?

1. Here you can see what the perfect package looks like: [The parcel for vegans](#)
2. Sending the order: Within the order you will find the button "Create Shipment".

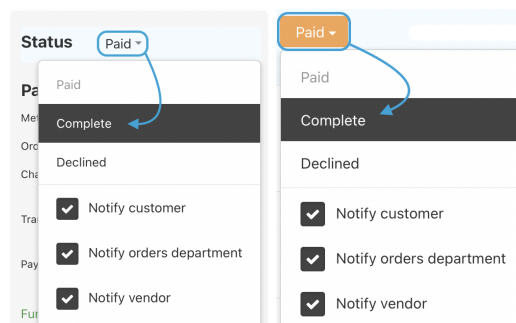


1. A popup will open where you can enter the tracking number for the parcel and select the shipping service provider.
2. Click "Save"



i. If the shipping company that you use is not in the list, please get in touch. We will add it for you right away.

3. Complete the order: After you have sent the order, you must mark it as "Completed". You can do this in the order or in the order overview.



- What is the shipment status "Declined"?:

If you cannot deliver an order, set it to the status "Declined".

In case a product is already sold out and you cannot fulfill the order, choose this status. The customer will be informed automatically and the money will be refunded. Please note that the commission is due on declined orders.

- Do I have to leave a consignment number?

Yes, if available, please always leave a tracking number so customers know when their package will arrive. If you follow the steps above, customers will automatically receive an email with a clickable tracking link.

- How and where do I enter the consignment number?

Simply enter the tracking code in the appropriate field after clicking on the "Create Shipment" button.

Select the appropriate shipping service provider here, as this is the only way to ensure accurate tracking of the shipment.

i. The customer will receive an automatic email with the shipping confirmation and tracking code of the package. If the shipping service provider of your choice is not listed, please contact our support.

- What are the different order statuses?

"Paid": The customer has successfully ordered and paid, you can send the products.

"Declined" If you cannot deliver an order, set it to the status "Merchant Cancellation". The customer will be informed automatically and the money will be refunded. Please note that the commission is not refunded.

"Completed": After you have sent the order, you must mark it as "Completed". You can do this in the order on the right or in the order overview.

"Returned" If a customer has returned the goods from the order, then go to the order and register a return by clicking on the button "Book a return". Once the return has been processed, the status will automatically change to "Returned".

- I have problems with the delivery address, what to do?

If you are unsure about the delivery address, please write to us. We are happy to help! [support@for-vegans.com](mailto:support@for-vegans.com)

- What belongs in the package?

i. Each package must contain an invoice and an explanation of how to deal with a return. Have another look at [the parcel for vegans](#).

#### Invoice:

All payments are automatically processed through us.  
Upon acceptance of the order, the purchase contract is concluded directly between you as the vendor and the customer. **You must provide the customer with an invoice as proof of the sale.** Simply add the invoice to the parcel or send it to the customer via email.

All invoices must state that payment has already been made (e.g. "already paid via for vegans").

#### Returns form:

In order for the customer to know how to return products, it is useful to enclose a note to help the customer.

For example, this could be a label for a free return.

Otherwise, it can be a return form that clearly states how and to which address returns are to be sent.

Templates: We are happy to provide you with an invoice & returns template form if required