How to Process an Order

Making sure orders are processed in a timely manner is, potentially, the most important part of the e-commerce process. For your convenience, we've provided a quick tutorial video as well as step-by-step instructions you can refer back to as needed. These will be useful whether you're new to using the SimplePart Control Panel or simply need a quick refresher.

1. Log into the Control Panel with your credentials and go to Recent Orders. It's a good idea to bookmark your Control Panel website, so you can access it quickly when you need it.

2. Click Details of the order you would like to work on. This will bring you to Order Processing.

3. Once you are in Order Details, click Receive Order. Once the status has been changed to received, the customer will automatically receive a email letting them know their order is being worked on.

4. Verify you are dealing with a legit (non-fraudulent) customer and check with your DMS to make sure you are able to fulfill the order, then use the Print Order button for a detailed print-out.

5. Confirm credit card payments are being captured in Billing Details, if applicable. Note, if a customer paid with PayPal, it's a good idea to verify the payment in your PayPal account.

6. Prepare your shipment. Then go to Order Details and click Ship Order. This action will also automatically send an email out to the customer to let them know their order has either shipped or is ready for pickup.

Let us know if you have any questions. You can reach SimplePart directly at 404-520-7640 or email us support@simplepart.com.