

# 23. Order Timeline

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## Order Timeline

### Order Timeline

For information on how to fulfill orders click [here](#) . This is what happens when a customer places an order:

#### **1. A customer places an order.**

A customer selects your product, selects the Buy button, and completes the check out process. The customer provides payment and shipping information.

#### **2. Wish begins processing the order information.**

The order is now processing (a customer's payment is processed through a third party service to protect their privacy). The quantity available for the listing is decremented. If there was a quantity of one at the time the order was placed, the listing will be changed to show it is "Sold Out."

#### **3. Wish verifies the order.**

Wish attempts to validate the customer's payment method and order details. At this step, the order may be declined if their payment cannot be processed. In order to allow for any cancellations or for a fraud review, we hold onto the order for 8 hours before it appears in your "Action Required" queue on the dashboard. Wish may place the order under review if it appears to be fraudulent.

It is important to only fulfill orders that appear in your "Action Required" queue. The order may disappear from this queue if Wish's fraud team needs more time to review it (at which time Wish will notify you), and it may also reappear later if it passes the review.

#### **4. Wish sends an order notification to the merchant.**

Wish sends a "New Transactions" email to you and adds the order to your [Action Required queue](#) on the Wish Merchant Dashboard. The order should have all the information you need to fulfill it: product variation (if any), customer name, and shipping address.

**5. The merchant fulfills the order.**

The merchant will need to fulfill the order [within 5 days](#) of the order date. You may choose to [contact the customer](#) if you need additional information to fulfill the order.

**6. The merchant ships the order.**

You mark the order as shipped on the Wish Merchant Dashboard. A tracking ID is not required, but it will ensure that you [promptly receive payment](#) for the order. Orders shipped without valid tracking information [will be held accountable for any refunds](#) related to late or missing deliveries.

**7. The customer receives the order and Wish confirms the order delivery.**

Orders are eligible for payment once Wish confirms that the order is delivered. To expedite this process, the merchant should provide valid tracking IDs for their orders and use a fast shipping service.

**8. Wish passes funds to the merchant for the customer's order.**

Wish credits the funds generated from the order (deducting any fees or refunds you may be accountable for) to the payment account you have specified. This is done on an automated schedule, so you will get paid for any eligible orders on a regular basis. Only eligible orders will be paid.

**9. Wish asks the customer to provide feedback about the product and the service provided by the merchant.**

\*\*\*Fin\*\*\*

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