Partner order fulfillment

Overview

Take advantage of the rich set of fulfillment options available in the 2Checkout platform when dealing with your partners if your business relies on electronic software distribution (ESD), Software as a Service (SaaS), or both. When configuring your products, you can leverage the same fulfillment options whether you're selling the offerings directly through your web store (via eStore) or to partners (via Channel Manager):

- **Fulfillment made through 2Checkout delivery** - You can opt to have 2Checkout deal with all aspects related to the delivery of your products, such as serving binary keys and activation codes to your partners, their end users or both.

- **Fulfillment made by you** - You will be solely responsible with providing your partners, their end users or both with the necessary resources to start using purchased products. It's critical that you also confirm order fulfillment in your 2Checkout Control Panel to finalize orders - read fulfillment confirmation for partner orders guidance below. For partner orders, subscriptions are generated when partners place their orders, or when you place orders on behalf of your partners. The option **Start subscription after fulfillment** only works for products sold through eStore.

- **Fulfillment made immediately after payment confirmation** - This option is used in scenarios in which you don't distribute activation keys to customers, but instead offer access to online services or subscriptions-based applications, to name a couple of examples.

Fulfillment status for partner orders

Review the fulfillment status for subscriptions sold to your partners by accessing order details.

Partner orders are not included in the Fulfillment Confirmations area of the Control Panel. To check the fulfillment status of subscriptions purchased by partners follow these steps:

1. Go to **Orders & customers** -> Order search.
2. Select the **Partner orders tab**.
3. Search the order for which you'd like to check fulfillment status and click to edit it.
4. Scroll down to the bottom of the partner order details screen, in the **Attach end user information** area.
5. Click on the fields featuring product name and the system will display a table sporting the **Fulfillment status** column.

Fulfillment status possible values:

1. **Not fulfilled**. Fulfillment is blocked due to various reasons including lack of payment/credit, missing reseller / end

https://knowledgecenter.2checkout.com/Documentation/35Reseller_management/10Partner_order_fulfillment

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user details.

2. **Fulfilled.** Fulfillment was finalized.

3. **Waiting for fulfillment confirmation.** You need to confirm fulfillment.

4. **Fulfillment not required.** No fulfillment confirmation is required.

5. **Fulfillment confirmed.** Fulfillment has been confirmed.

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### Fulfillment made through 2Checkout delivery

2Checkout handles deliveries/fulfillments on your behalf, however, there are a number of extra steps that need to be taken in order to advance the order finalization process to this stage. Depending on the partner or partnership program configuration, you or your partner could be required to one or all of the following:

- Attach end user information;
- Attach reseller information;
- Offer a credit limit or pay the partner invoice associated to this order.

### Fulfillment made by you

You handle deliveries/fulfillment.

There could be a number of extra steps required to advance the order finalization process to this stage. Depending on the partner or partnership program configuration, you or your partner could be required to one or all of the following:

- Attach end user information;
- Attach reseller information;
- Offer a credit limit or pay the partner invoice associated to this order.

### Confirm fulfillment for partner orders

Provided that those steps required of those enumerated above have been dealt with, you still need to confirm delivery/fulfillment to finalize the order. To do so, follow these steps:

1. Check the checkbox next to the subscription reference with the **Waiting for fulfillment confirmation** status.
2. Click the drop down menu for the **With selected** option and select **Confirm fulfillment**.
3. Click the **Confirm fulfillment** button.

Partner orders are not featured under the **Fulfillment confirmations** area in the Control Panel. You need to access each partner order details page to view or confirm fulfillment/delivery.
Fulfillment made immediately after payment confirmation

You do not need to confirm fulfillment. The 2Checkout system will finalize this order without requiring fulfillment/delivery confirmation.

There could be a number of extra steps required to advance the order finalization process to this stage. Depending on the partner or partnership program configuration, you or your partner could be required to one or all of the following:

- Attach end user information;
- Attach reseller information;
- Offer a credit limit or pay the partner invoice associated to this order.