Receiving and Shipping Orders

Shop · https://help.fansyme.com/docs/shop/receiving-and-shipping-orders/

This post is also available in: Deutsch (German)

When an order is placed, you will be notified via email and site notifications. You can view and manage all your orders here.

ATTENTION:

You have 3 days to accept the order. If you do not accept it within this time frame, the order will be automatically refunded to the buyer/user.

Order Actions:

When you receive an order, the following options are available:

1. **Accept**
   By accepting the order, you confirm that the item is available to be delivered or shipped within the specified processing time.
2. **Deny**
   Denying the order will cancel it and disable the item. If you want to sell the item again, please re-enable it and ensure you are able to fulfill the order. The user will be refunded automatically.
3. **Ship Order**
   - Provide the name of the shipping company.
   - Enter the tracking number for the shipment. Only orders with correct tracking numbers will be paid out.
   - If an issue arises after marking the order as shipped, you can still cancel it. This will refund the user. Please use the message button to communicate with the user and be transparent about any issues.

Processing Time Details

For products with processing time:

- You must deliver or ship the order within the specified processing time you set for the product.
- If the product is not delivered or shipped within this time frame, the order will be canceled, and the user will be refunded.

If you need to extend the processing time for a product, please contact us, and we will assist you in updating the settings.

Always ensure that your processing times are realistic to provide a clear and accurate timeframe for your buyers and to maintain trust.

How do I ship an order?

To ship an order:

1. Fill in the **shipping company** and the **tracking number** in your order details.
2. Once this information is provided, you will receive payment for the order.

Important Reminder:

- Ensure the order is shipped within the **processing time** you've set.
- If the order is not shipped on time, it will be **cancelled**, and the customer will be refunded.

Why Tracking Numbers Are Required:

Providing a valid tracking number is essential for ensuring a smooth experience for your fans. Without it, **FansyMe cannot assist with any support requests for lost or delayed packages**. While we strive to help resolve issues, we are not responsible for any lost shipments, and any claims must be handled directly with the shipping provider.

Timely shipping and accurate tracking help build trust and ensure your fans receive their items hassle-free!

Secure Shipping Guidelines

To protect your privacy while shipping items to fans, we recommend the following secure shipping practices. These are simple and easy-to-implement solutions ensuring your personal address remains private.

Use a P.O. Box (Postfach)

A **P.O. Box** is an excellent way to keep your personal address confidential.

How to set up a P.O. Box (Postfach):

- Register for a **P.O. Box** with Deutsche Post at your local post office or online.
- Use the Postfach address as your return address when shipping items.
- Ensure that fans cannot backtrack to your home address from shipping labels.

Key benefits:

- Your personal address stays private.
- The Postfach can receive returned items, if necessary.

Use Neutral Addresses via Parcel Shops

Many shipping providers, such as DHL, Hermes, and DPD, allow you to use **Paketshops** as drop-off and return points.

Steps to use a Paketshop address:

1. Locate a nearby Paketshop (available through the DHL, Hermes, or DPD website).
2. Use the Paketshop address as the return address when creating your shipping label.
3. Drop off your package at the same Paketshop.

Key benefits:

- Paketshops handle returned items without revealing your personal address.
- Fans only see the Paketshop address on the label.

Use Anonymised Shipping Labels

Many shipping providers allow you to customise the sender's details on shipping labels.

How to anonymise your shipping label:

- Use a **business name** or pseudonym instead of your real name.
- Use a **Paketshop address** or Postfach as the return address.
- This can be set up when purchasing your shipping label online (e.g., via DHL's Versandschein or Hermes Versandmarke).

Key benefits:

- Your personal name and address are not displayed.
- Easy to set up for every shipment.

General Tips for Secure Shipping

- **Always track your shipments:** Ensure you use tracked shipping so both you and the fan can monitor delivery progress.
- **Be transparent with your processing time:** Clearly communicate how long it will take to process and ship items.
- **Contact FansyMe support for assistance:** If you’re unsure about these methods, reach out to our team for guidance.

By implementing these simple steps, you can ensure secure and professional deliveries to your fans while maintaining your privacy.