

# Your first sale

An order for a MarketConnect product appears just like any other order in your WHMCS installation.

To place your first order, follow the steps below. If you have received an order from a customer, skip to Step 2.

## Step 1: Place an order

To place an order for a MarketConnect service from your admin area, navigate to Orders > Add New Order.

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WHMCS

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### Add New Order

Client: Demo User (WHMCS) - #1

Payment Method: PayPal

Promotion Code: None [Create Custom Promo](#)

Order Status: Pending

☒ Order Confirmation ☒ Generate Invoice ☒ Send Email

Product/Service

Product/Service: RapidSSL

Domain: whmcs-ssl-demo.com

Billing Cycle: Monthly

Quantity: 1

Price Override: (Only enter to manually override default product pricing)

[Add Another Product](#)

### Order Summary

SSL Certificates - RapidSSL  
Annually - whmcs-ssl-demo.com

\$17.95 USD

Sub Total \$17.95 USD

Sales Tax @ 20.00% \$3.59 USD

**Total \$21.54 USD**

Recurring \$21.54 USD Annually

[Submit Order »](#)

Choose the desired product, billing cycle and enter the domain it is to be for. Then click **Submit Order**.

## Step 2: Provision the order

All MarketConnect products have fully automated provisioning triggered upon payment of the order.

If you want to activate without receiving payment for the order, or this is a personal order for yourself, you will need to accept the order ensuring the **Run Module Create** option is checked to trigger the provisioning. This option is checked by default for all MarketConnect products.

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## WHMCS

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### Manage Orders Help

**⚠ This user has not yet verified and confirmed ownership of their email address** Resend Verification Email

<p>Date: 05/17/2017 17:37</p> <p>Order #: 3046173965 (ID: 539)</p> <p>Client: Demo User 3131 West Alabama St Houston, Texas, 77098 United States</p> <p>Promotion Code:</p>	<p>Payment Method: PayPal</p> <p>Amount: \$21.54 USD</p> <p>Invoice #: 5736</p> <p>Status: Pending</p> <p>IP Address: ::1 - Lookup   Filter   Ban</p> <p>Affiliate: None - Manual Assign</p>
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#### Order Items Add Notes

Item	Description	Billing Cycle	Amount	Status	Payment Status
Product/Service	SSL Certificates - RapidSSL whmcs-ssl-demo.com	Annually	\$17.95 USD	Pending	Incomplete
Username: whmcssl Password: cz2v07AG2j Server: None		<input checked="" type="checkbox"/> Run Module Create <input checked="" type="checkbox"/> Send Welcome Email			
<b>Total Due:</b>			<b>\$21.54 USD</b>		

Accept Order
Cancel Order
Cancel & Refund
Set as Fraud
Set Back to Pending
Delete Order

Upon a successful activation, you will see a green confirmation like the one below.

This confirms to you the order was successfully submitted to the WHMCS MarketConnect service and provisioned successfully.

Now you can manage the order. To do that, click the item label as indicated below.

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## WHMCS

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### Manage Orders Help

**✅ Order Accepted**  
The order has now been successfully activated

**⚠ This user has not yet verified and confirmed ownership of their email address** Resend Verification Email

<p>Date: 05/17/2017 17:37</p> <p>Order #: 3046173965 (ID: 539)</p> <p>Client: Demo User 3131 West Alabama St Houston, Texas, 77098 United States</p> <p>Promotion Code:</p>	<p>Payment Method: PayPal</p> <p>Amount: \$21.54 USD</p> <p>Invoice #: 5736</p> <p>Status: Active</p> <p>IP Address: ::1 - Lookup   Filter   Ban</p> <p>Affiliate: None - Manual Assign</p>
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#### Order Items Add Notes

Item	Description	Billing Cycle	Amount	Status	Payment Status
<b>Product/Service</b>	SSL Certificates - RapidSSL whmcs-ssl-demo.com	Annually	\$17.95 USD	Active	Incomplete
<b>Total Due:</b>			<b>\$21.54 USD</b>		

Accept Order
Cancel Order
Cancel & Refund
Set as Fraud
Set Back to Pending
Delete Order

## Step 4: Manage the order

Once an order has been activated and provisioned, all subsequent order management can be done from the Products/Services tab within a clients profile.

Some key areas are highlighted below.

The screenshot shows the WHMCS Client Profile page for 'Demo User (WHMCS) - #1'. The 'Products/Services' tab is selected, showing details for 'RapidSSL - whmcs-ssl-demo.com'. The 'Order # 539 - View Order' link is highlighted with a yellow box and labeled '1'. The 'Module Commands' section is highlighted with a yellow box and labeled '2', containing buttons for 'Create', 'Renew', 'Terminate', 'Change Package', 'Check Status', 'Retrieve Certificate', and 'Change Approver Email'. The 'Order Number' field is highlighted with a yellow box and labeled '3', showing the value '1758645184'. The 'Certificate Status' is 'Awaiting Configuration'. The 'Addons' section shows 'No Records Found' and an 'Add New Addon' button. The 'Subscription ID' is also visible.

1. The Order # highlighted in number 1 is the unique order ID within your WHMCS installation and the View Order link can be used to return to the order at any time.
2. The Module Commands are the management actions you can perform for this product/service. The module commands will vary based upon the service being managed. In all cases, we have 5 standard buttons:

- **Create** - This allows you to attempt provisioning for an order. This will fail should the order have already been provisioned.
- **Renew** - Submits a renewal request for the order. Renewals are submitted automatically upon payment of a renewal invoice in your WHMCS system so this option is provided only as a backup should that fail for any reason.
- **Terminate** - Submits a cancellation request for the order to the Marketplace.
- **Change Package** - Performs an upgrade/downgrade. This can be used to upgrade or downgrade a user from one service to another (note you must select the product to be upgraded to first).
- **Check Status** - Returns the current status of the order from the WHMCS MarketConnect API. Often includes status information from the vendor of the service also.

3. The Order Number highlighted in number 3 is the WHMCS MarketConnect Order Number. You can use this to refer to the order with WHMCS support and to reference the transaction inside your Marketplace billing history.

## Further reading

This article covers the basics of placing and managing an order for a MarketConnect service.

Please refer to the articles below for more information:

- <http://docs.whmcs.com/MarketConnect>
- [http://docs.whmcs.com/SSL\\_Certificates\\_via\\_WHMCS\\_MarketConnect](http://docs.whmcs.com/SSL_Certificates_via_WHMCS_MarketConnect)
- [http://docs.whmcs.com/Weebly\\_via\\_WHMCS\\_MarketConnect](http://docs.whmcs.com/Weebly_via_WHMCS_MarketConnect)
- [http://docs.whmcs.com/SpamExperts\\_via\\_WHMCS\\_MarketConnect](http://docs.whmcs.com/SpamExperts_via_WHMCS_MarketConnect)