Trusted Order

Demo

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TRUSTED ORDER

Step-by-Step Buyer & Seller Journey



Trusted Order is a platform that bridges the trust gap between buyers and sellers by orchestrating payment policies that define how much is paid at order placement, how much at delivery, and how long buyers have for order review after delivery. Funds can be collected or held securely till buyer acceptance, protecting sellers from fraud and giving buyers confidence to purchase.
The result: fewer cancellations, faster settlements, and a transparent process that builds lasting trust between you and your customers.

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TRUSTED ORDER

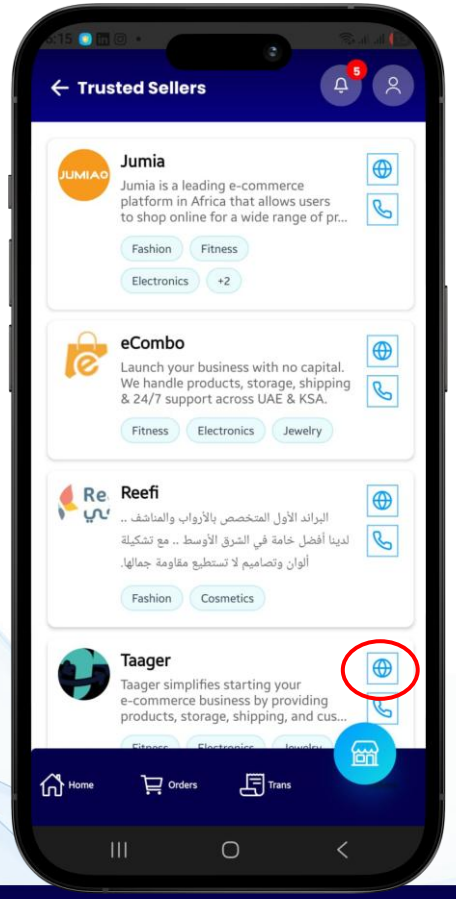
Step 1

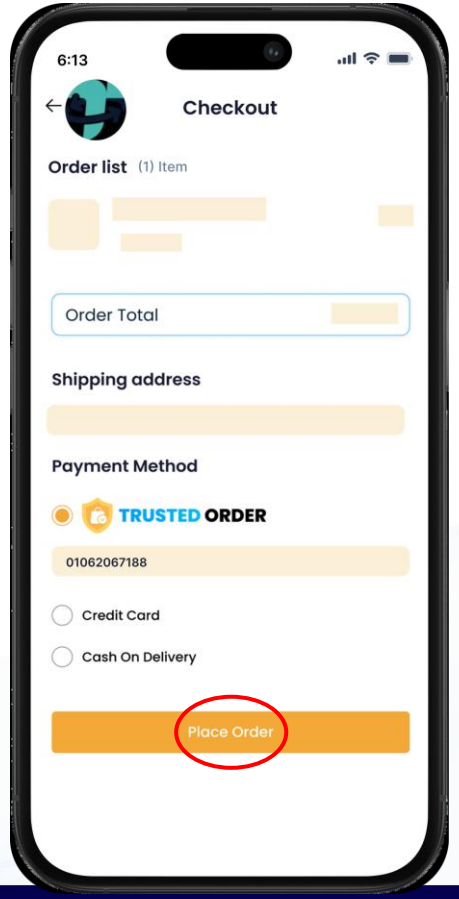
Order Creation

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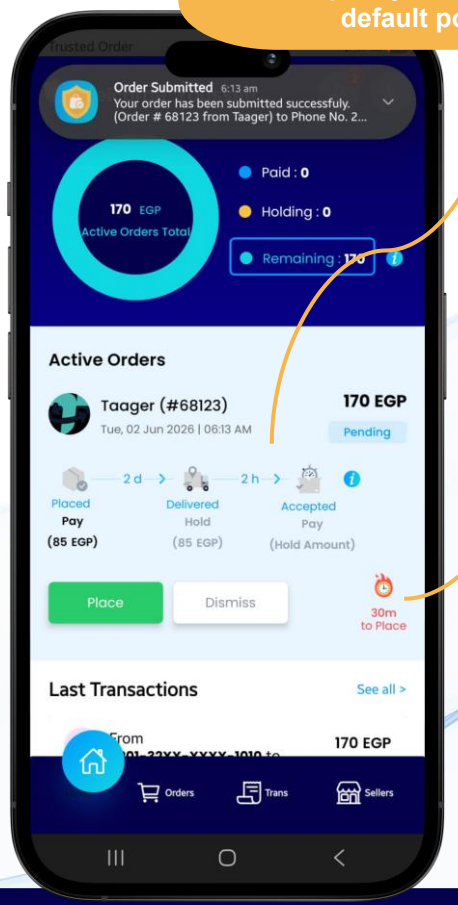
Buyer: Order Creation

Buyer logs on Trusted Order app, browses sellers page, navigates to seller's website, then submits an order using Trusted Order as a payment method. A new order notification gets received, and the order appears in Trusted Order app as pending to pay for placement.





This policy is based on the seller's default policy settings.



If the buyer does not complete placement payment within the time limit, the order gets automatically cancelled.

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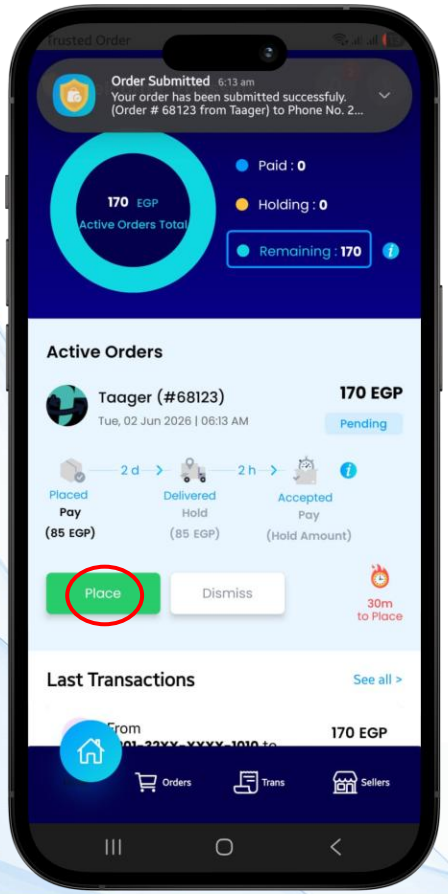
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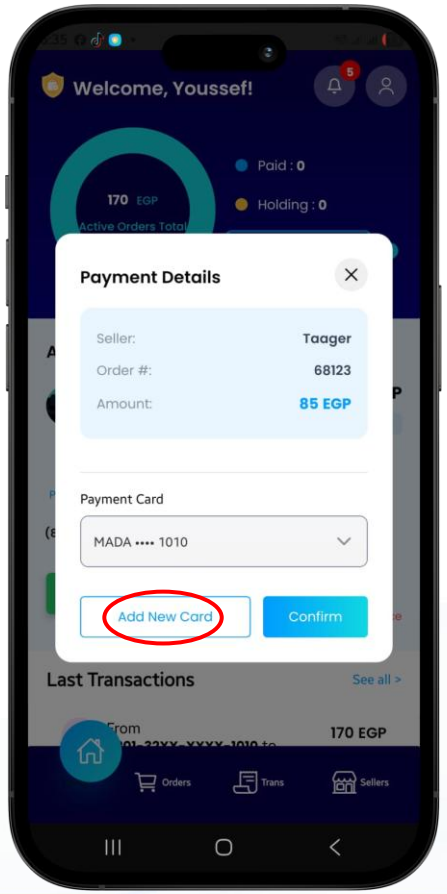
Order Placement

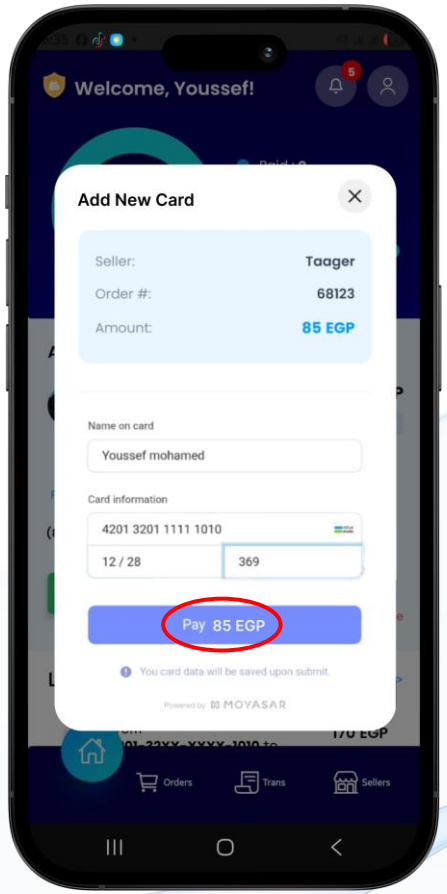
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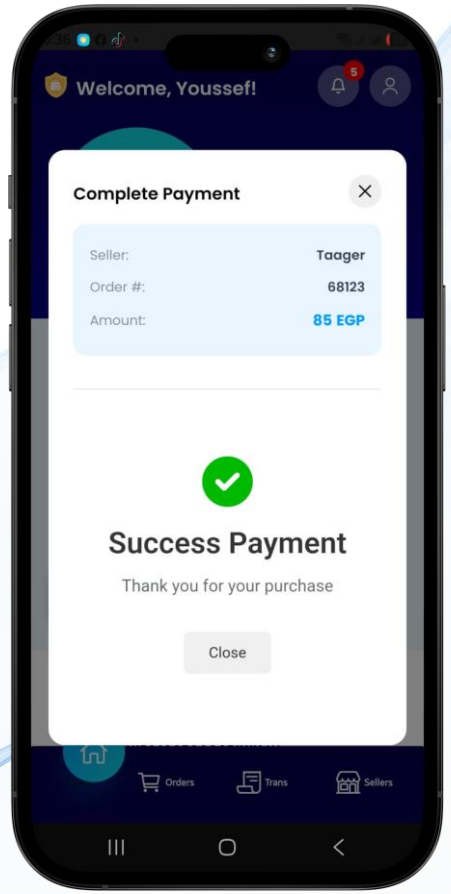
Buyer: Order Placement

Buyer places the order, can add cards, and pays the place split through Trusted Order.





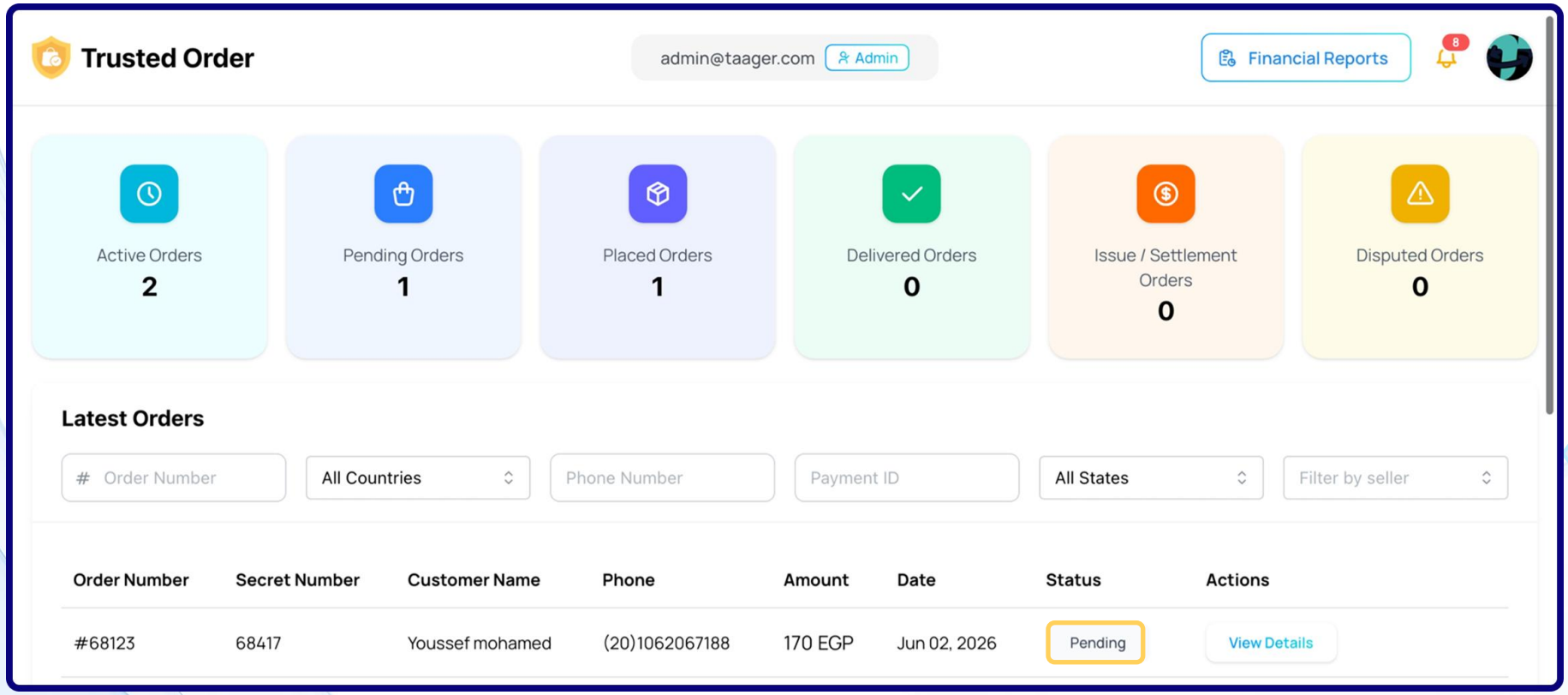


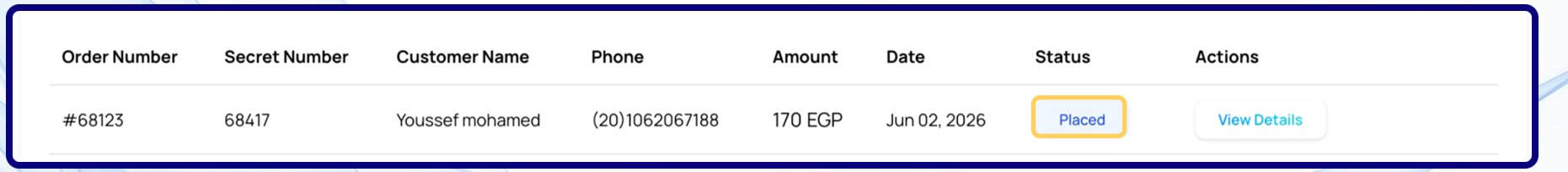


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TRUSTED ORDER

Seller: Order Monitoring & Fulfillment





The order moves from Pending state to Placed after payment success.
The seller monitors Trusted Order Portal for state change to start fulfillment.

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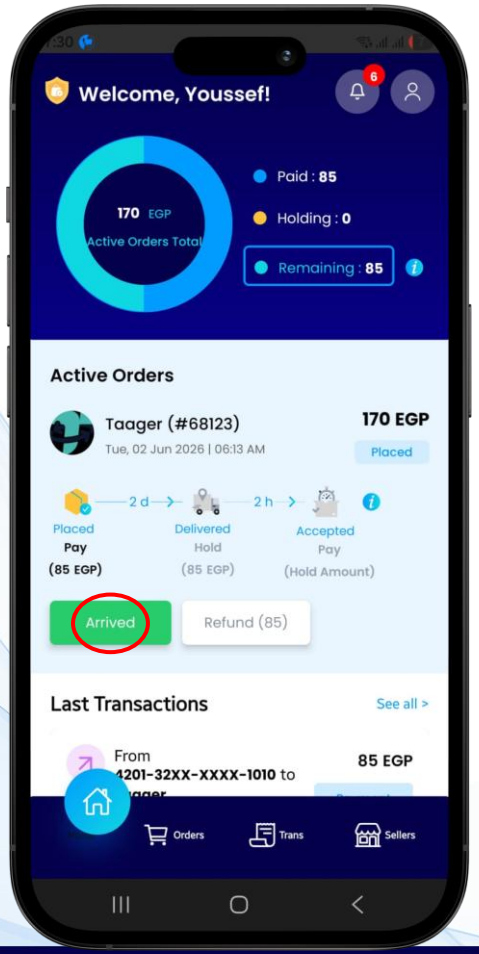
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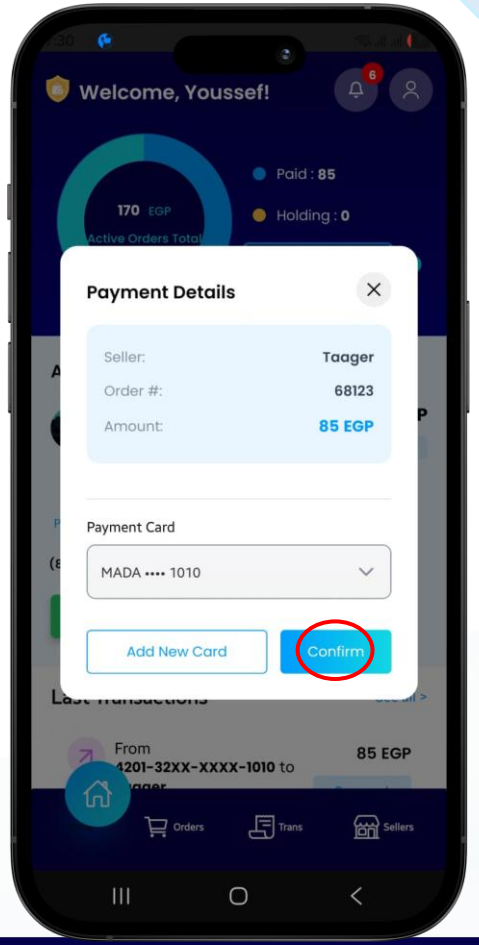
Order Delivery

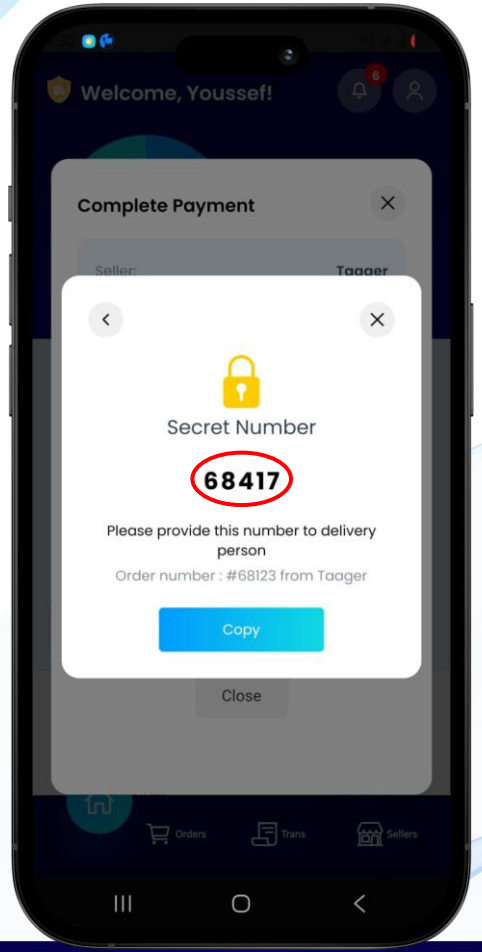
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Buyer: Order Arrival

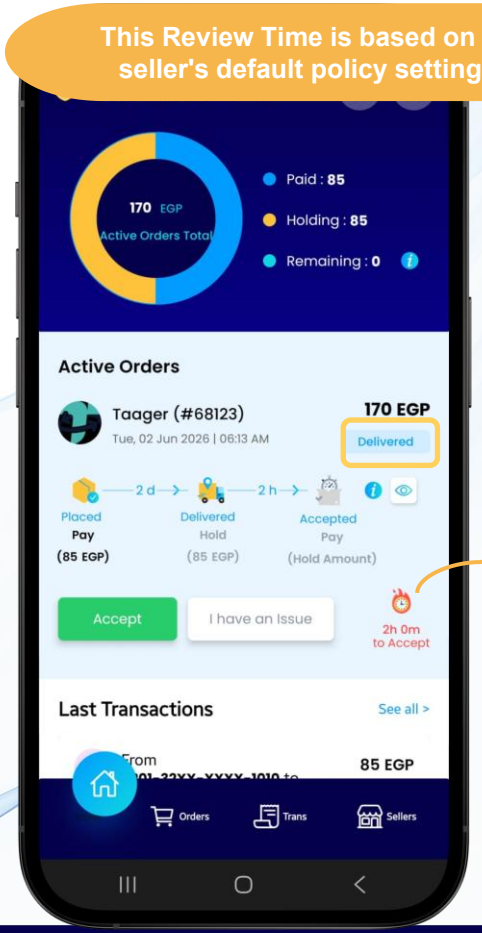
When the order arrives, the buyer taps “Arrived” to pay the delivery split. The app shows a secret code for buyer to share with the driver. The buyer enjoys the given review time to check the order before accepting it.







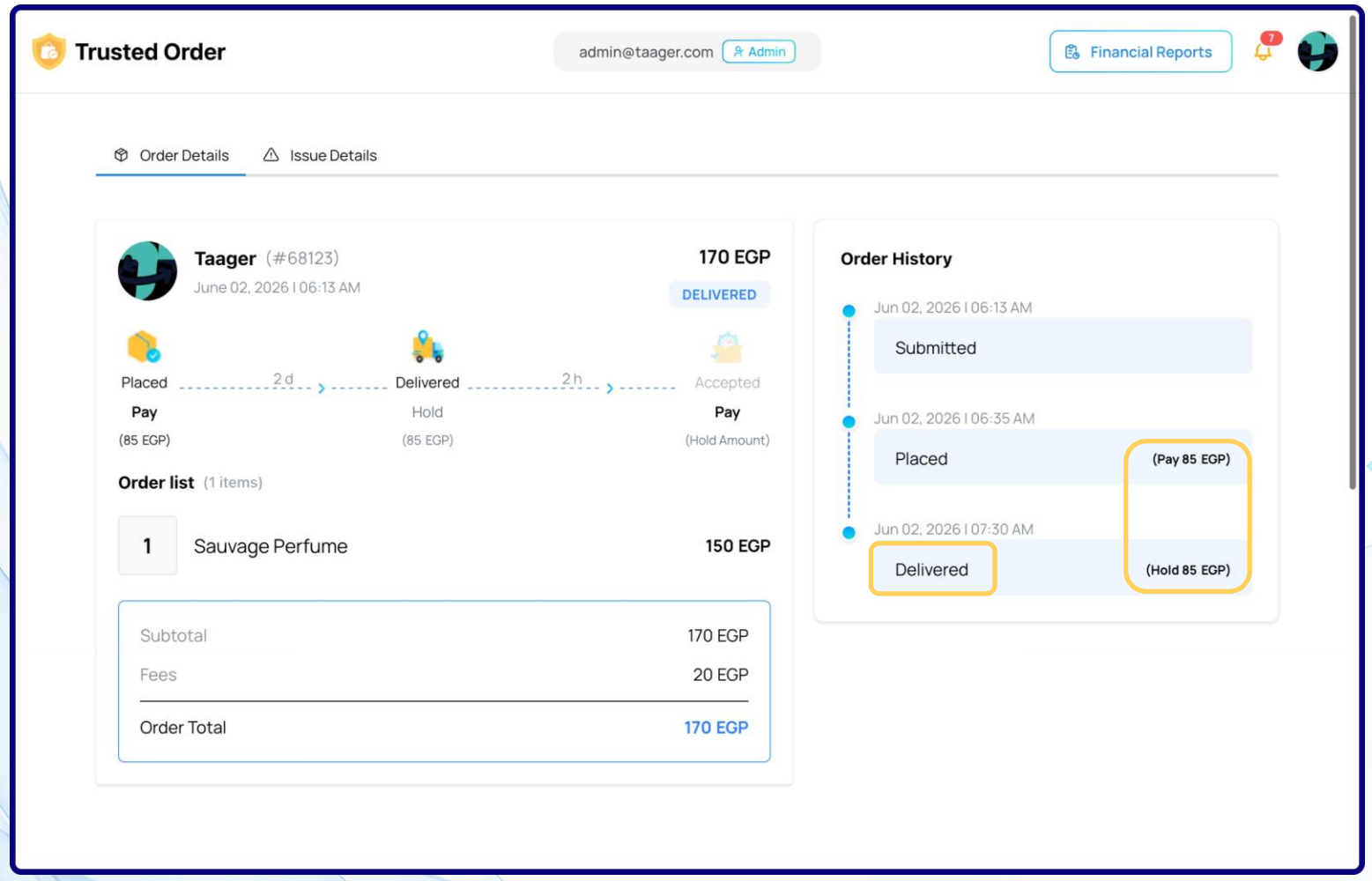
This Review Time is based on the seller's default policy settings.



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Seller: Delivery & Payment Assurance



Once the delivery payment is successful, the order is marked as delivered.
The seller can view full order details including payments at any stage of the process.

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Step 4

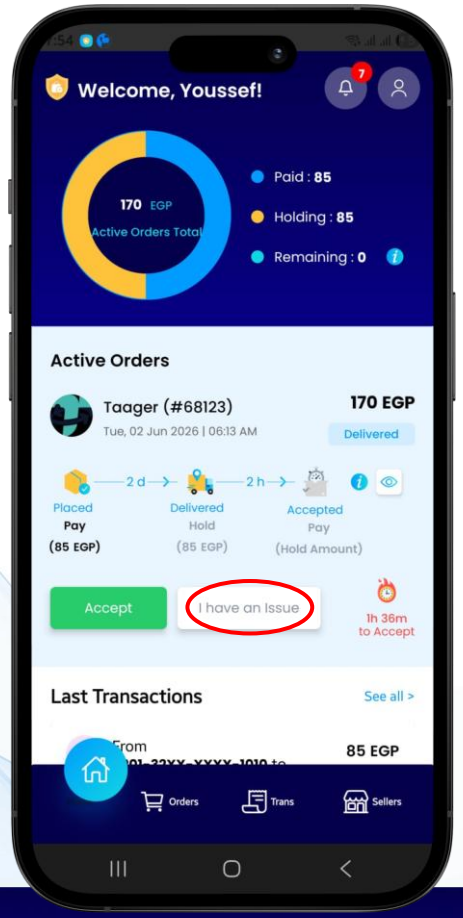
Order Issue & Settlement

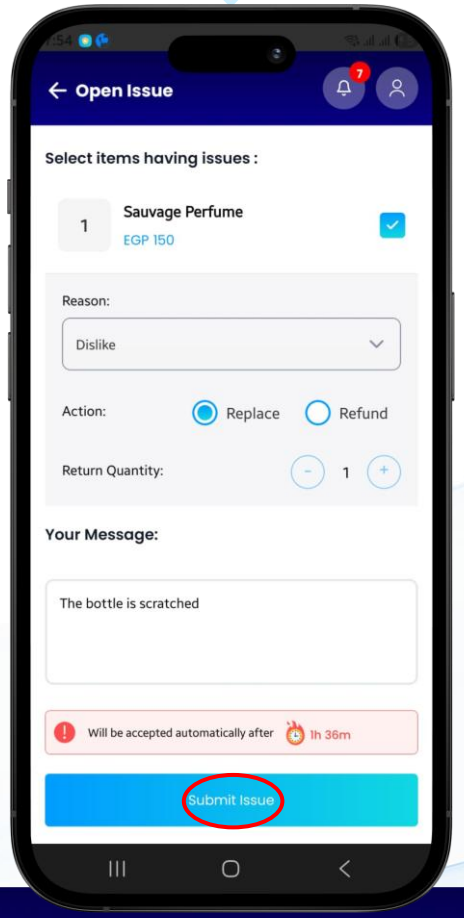
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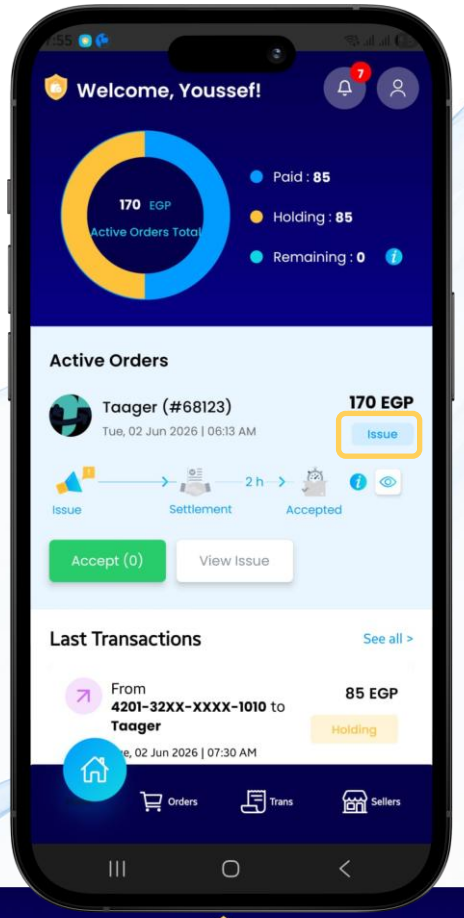
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Buyer: Order Issue

After delivery, the buyer can accept the order or open an issue if there is a defect by selecting the item, adding message, and sending it directly to seller for settlement.



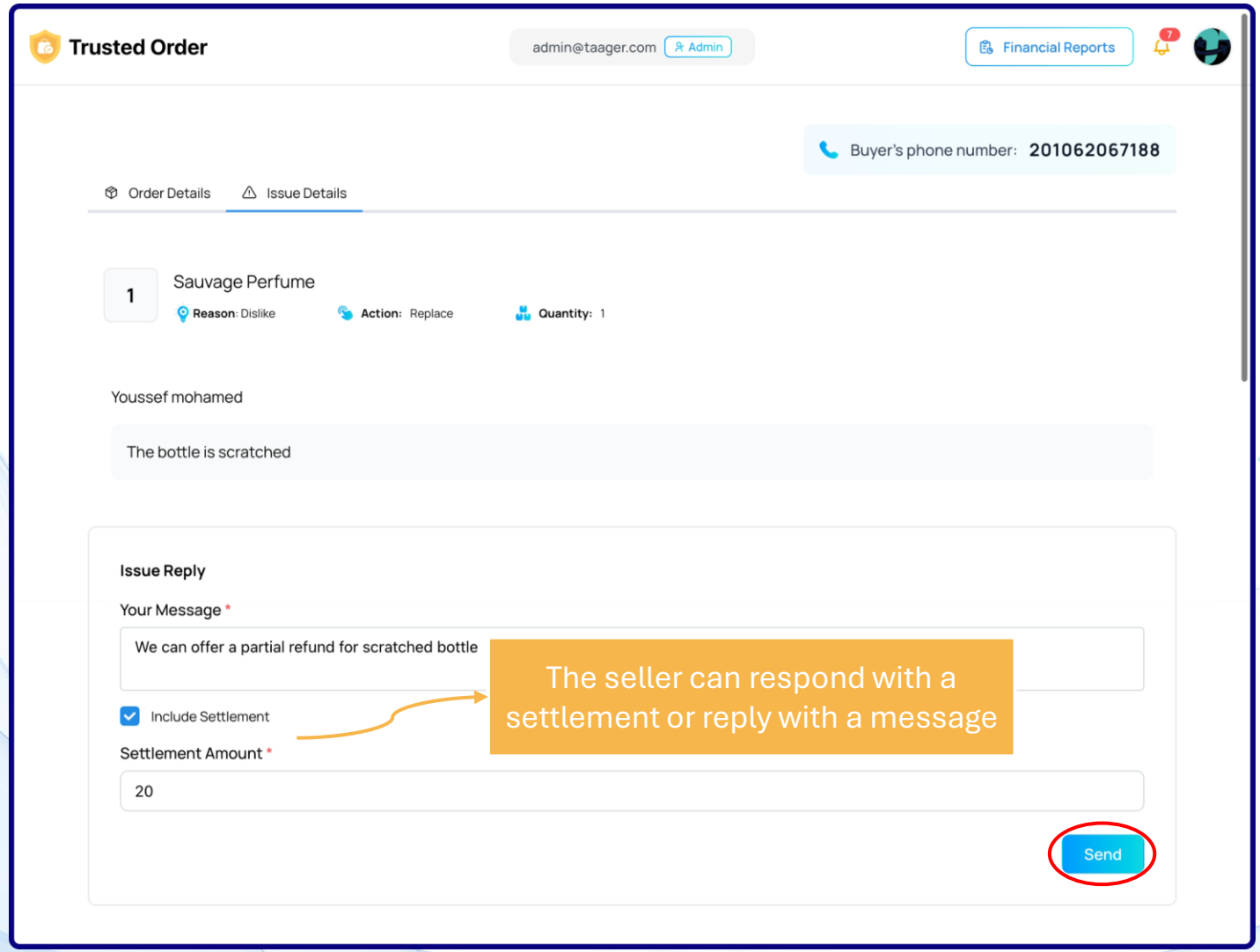




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TRUSTED ORDER

Seller: Order Settlement



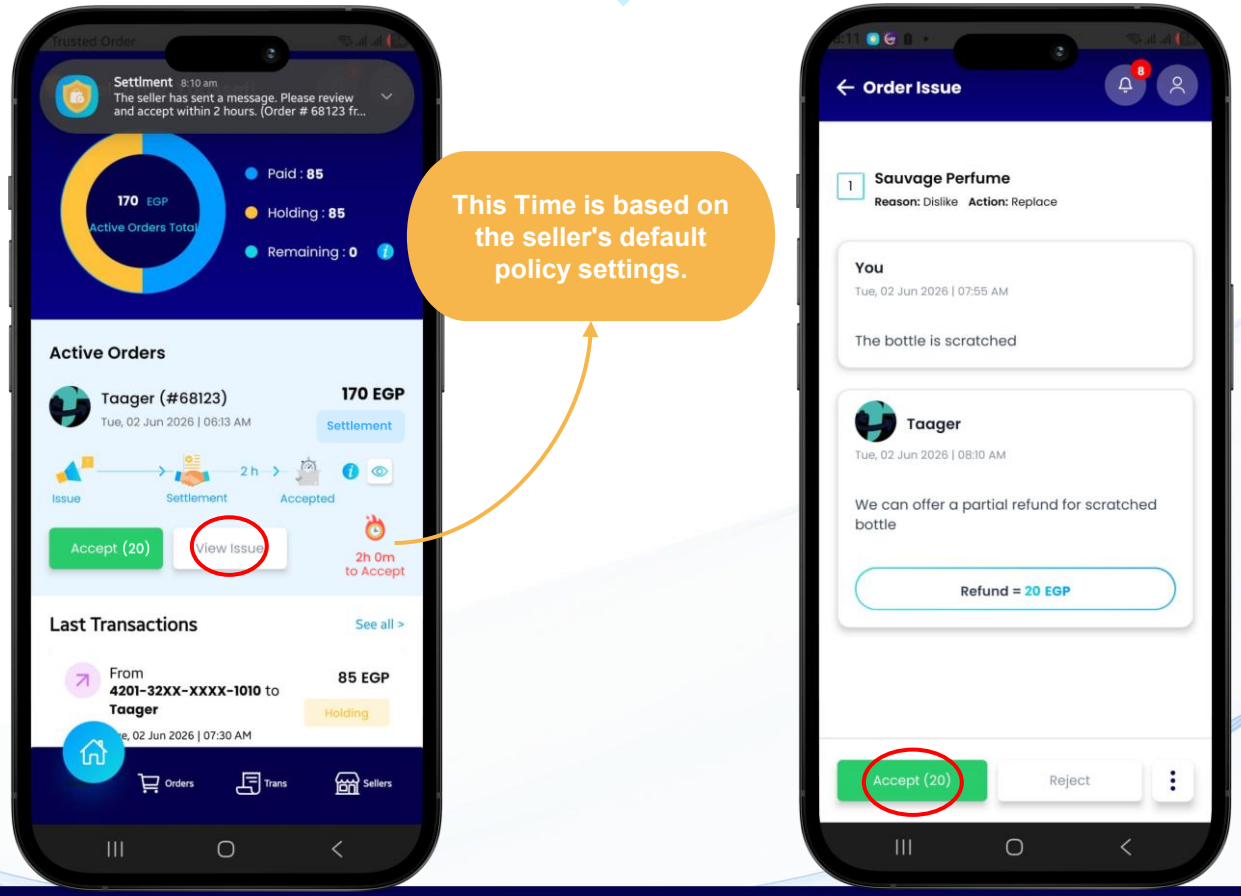
When an issue is opened, the seller receives a notification on the portal.
The seller can respond with a settlement to resolve the issue.

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Buyer: Order Settlement

After the seller sends a settlement, buyer receives an app notification, and the settlement appears with a timer. Buyer must accept or reject before the timer ends.



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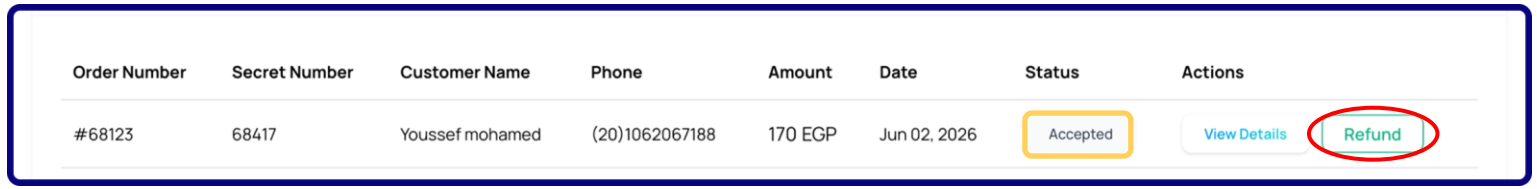
TRUSTED ORDER

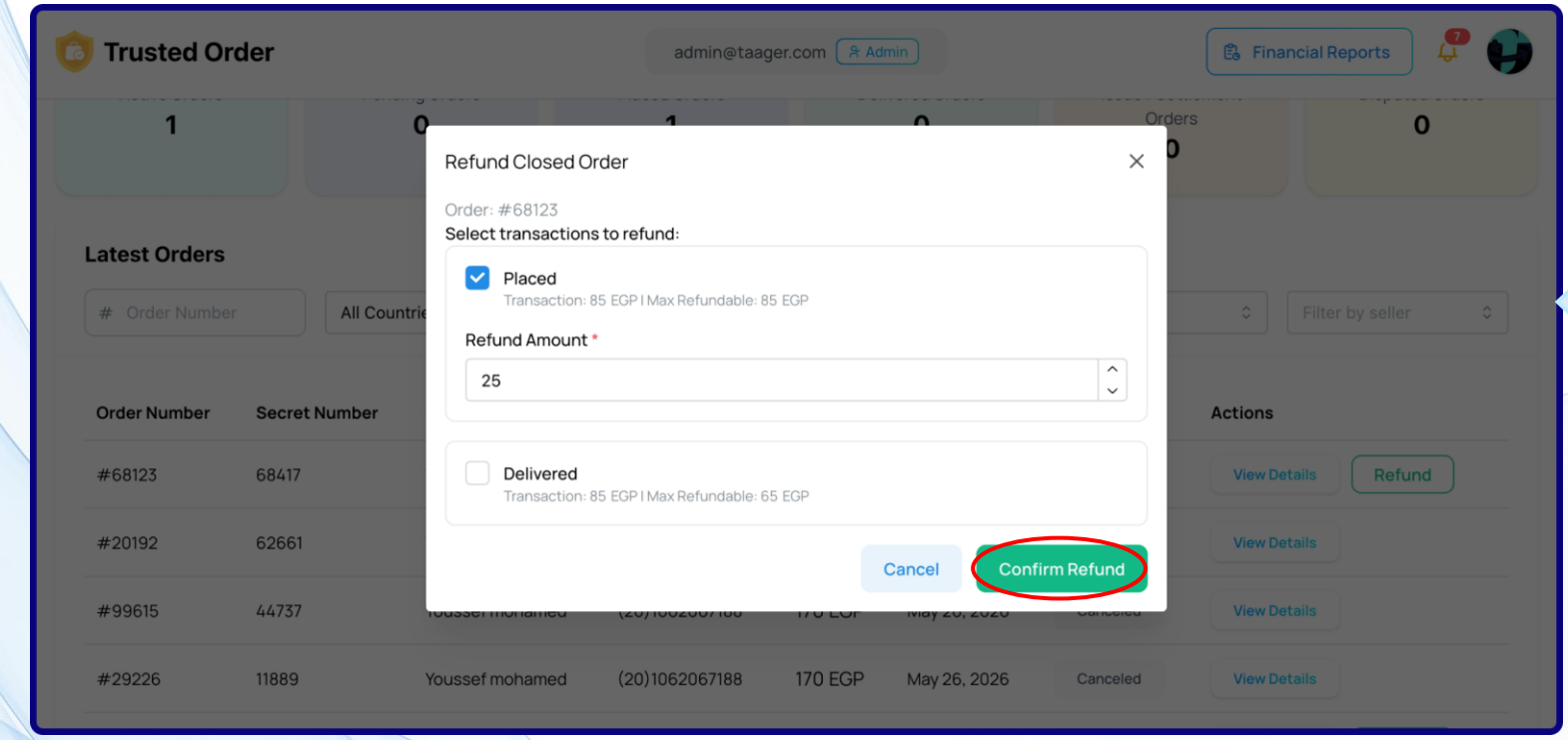
Step 5

Order Refund

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Seller: Order Refund





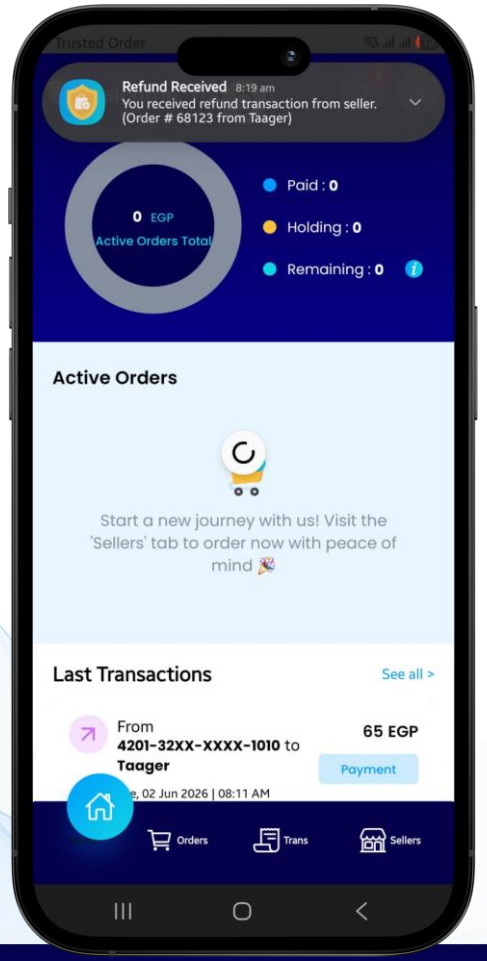
The seller still can refund an amount after the order is accepted by the buyer.
The seller selects the payment transaction and enters the amount to be refunded to buyer.

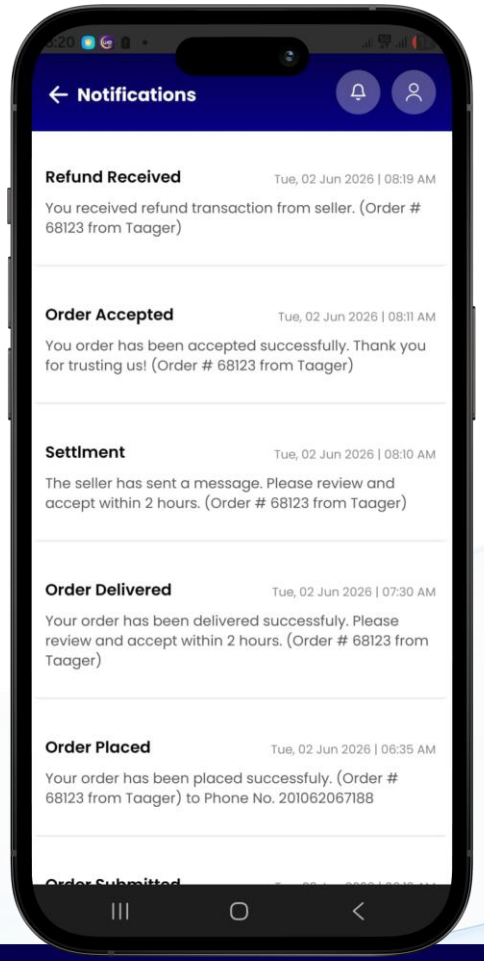
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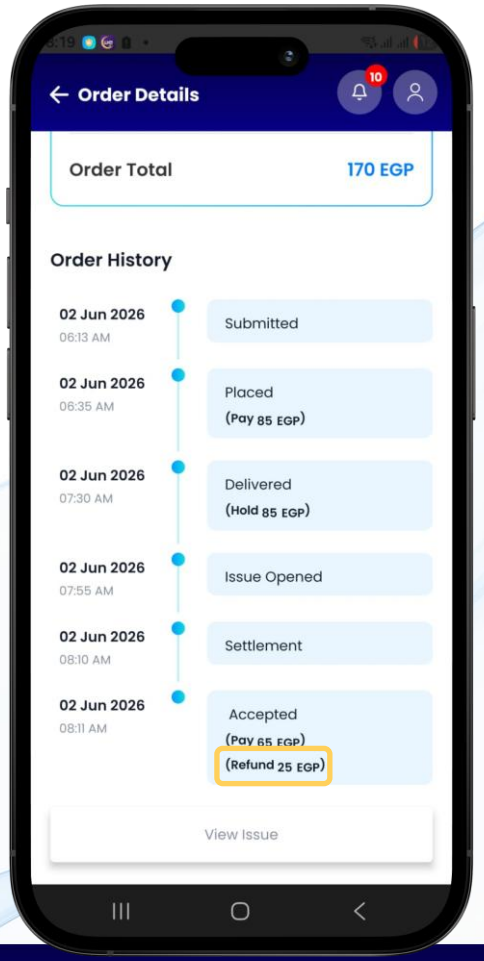
TRUSTED ORDER

Buyer: Order Refund

When the seller confirms a refund, the buyer receives an app refund notification, and the refund amount appears in order history timeline.







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TRUSTED ORDER



Want to join Trusted Order sellers?
Click Join Trusted Order Sellers to register.

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