How To Place An Order

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Placing an order for the first time and need assistance? This article can help.

> If you are a new user, you'll first need to create a new account. For a step-by-step guide on registering as a new user, p
> **New User Registration** (https://support.communityarchives.com/en/support/solutions/articles/70000461910)

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Section 1: Finding the Right Product

- Navigate to the Community Archives Marketplace (**https://marketplace.communityarchives.com** (https://marketplace.communityarchives.com))
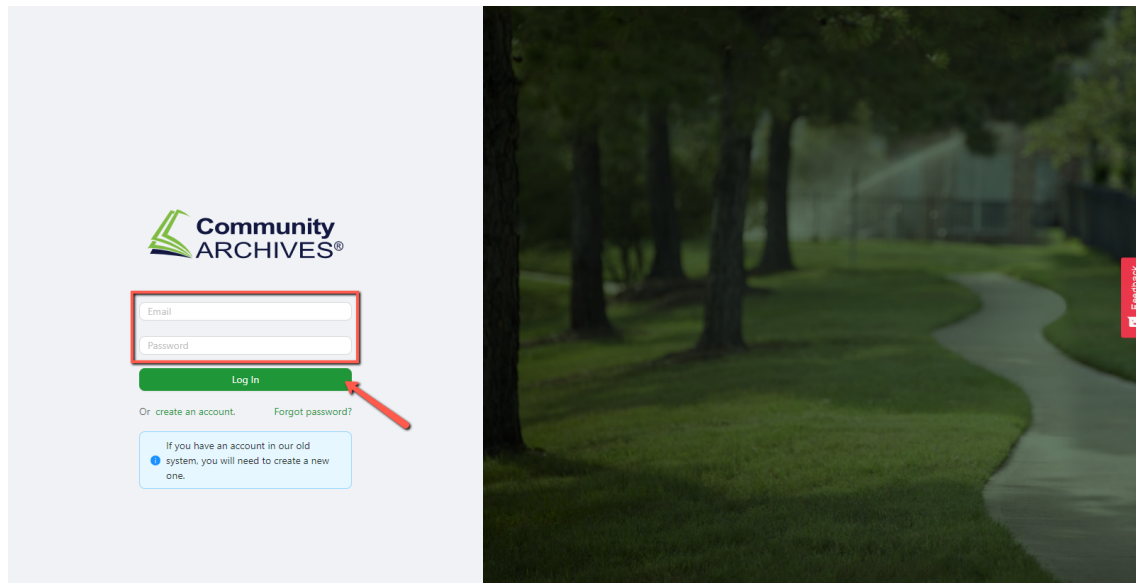

- You should be on the dashboard. From here, you can search by unit address OR community name, but unit address is preferred. You'll need to ty
  the search, but you should avoid entering city, state, and postal code unless there are too many matching addresses.
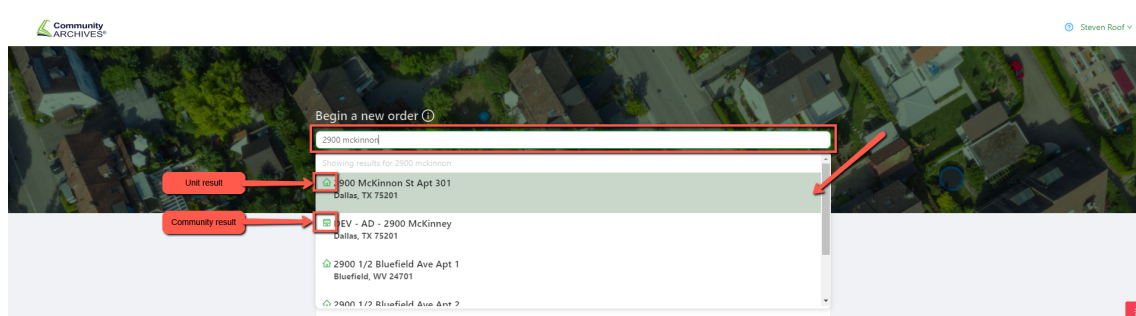
- After selecting a unit or a community, you'll be taken to the community's marketplace page. If the community has any information shopper's shoul
  under the community name in a blue box (see below). Click "View Details" next to a product to navigate to the product details page.
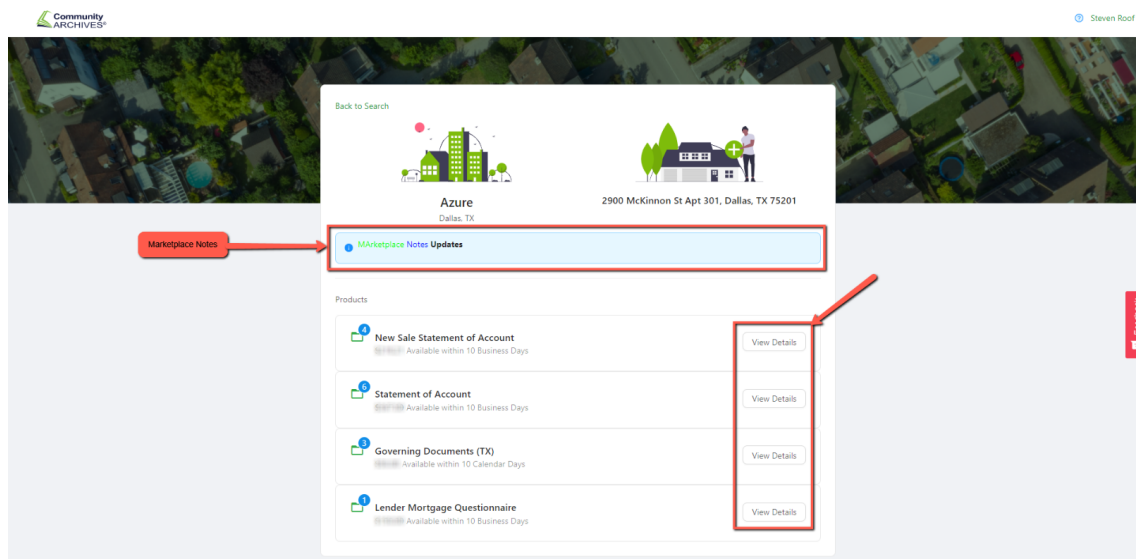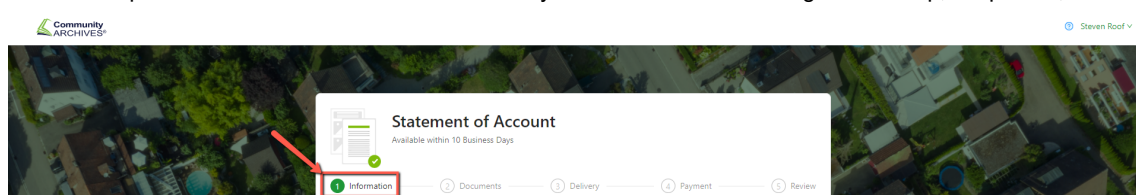
- Carefully review the product name and description to ensure you have selected the correct product before proceeding. Once you're ready to proc the checkout process.
    - If you haven't selected an address yet, clicking order now will show you a list of verified units from the community. You must EITHER selec create a new unverified unit. For more information on creating a missing unit, please view the following solution article: **Creating a Missin (https://support.communityarchives.com/en/support/solutions/articles/70000583832)**.
    - Some products may have "Required Documents" that are provided as an FYI OR must be completed and returned prior to order delivery. documents, please view the following solution article: **Required Documents (https://support.communityarchives.com/en/support/solutions/**
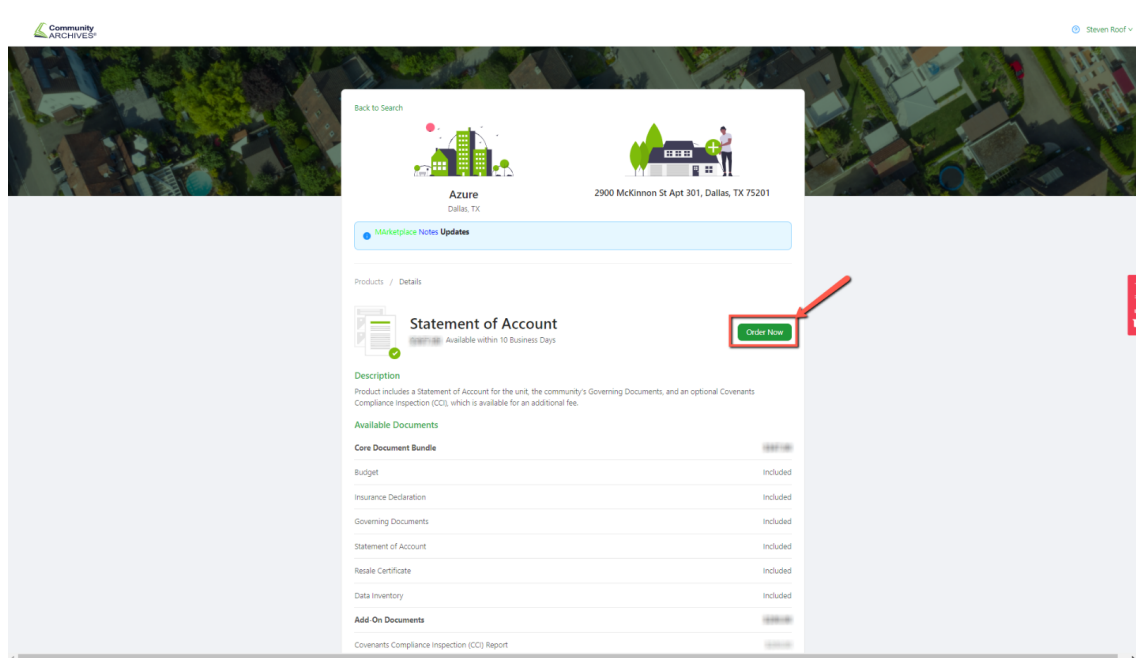
Section 2: Order Checkout

Step 1: Information

The first step of order checkout is "Information" and you'll add/edit the following on this step; Properties, Closing Information (where applicable), and Re

- First, you'll review the unit you selected. The vast majority of products only allow selection of one unit, but if your product allows selection of multi properties from this page. If not, the "remove" option will be disabled.

- Finally, you'll provide any additional Required Information in the next section. All required fields have a red asterisk next to them. When you're ready to **Step 2: Documents**.


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*IMPORTANT* If the "Next" button is grayed out, please see below:

1. Do not paste in the Seller or Buyer mailing addresses. You can EITHER search for a valid address and select it from the
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Step 2: Documents

The second step of order checkout is "Documents" and you'll add/edit the following on this step; Properties, Closing Information (where applicable), and

- First, you'll review your "Core Documents." Products will EITHER be a bundle, which means a flat rate for all documents OR a la carte, which me individually and can be removed as needed.

- Finally, if any of your chosen documents require a supporting document (you'll see the "Needs Supporting Document" tag next to them) you'll nee
"Upload," choose the file you wish to use, then click "OK."
  - You can also check the "I want to use this document for future orders" if you'd like us to save the document for your company.

- Once you've made your document selections, click "Next" to move to **Step 3: Delivery**.

Step 3: Delivery

The third step of order checkout is "Delivery" and you'll add/edit the following on this step; Priority, Recipients, and Shipment.

- First, you'll choose your "Priority" option. "Standard" is always free, but choosing "Tier 1" or "Tier 2" will allow you to get your documents sooner, a

- Next, you'll specify any "Recipients" who should receive a digital copy of the order. You and any company recipients will always be listed, but you i.e. the seller and/or buyer. Click "+New Recipient" and enter the email address of the recipient.

- Finally, if the product has Shipment options available, you can click "I would like a hard copy of my order" and specify format, shipping time, and

- When you're ready to continue, click "Next" to move to **Step 4: Payment**.

- - Credit card payments carry a 4% convenience fee that will appear as a separate line item on your invoice.
- Next, you'll choose your "Payment Timing Option" and depending on the product settings, available options will include one or more of the followi
    - "In Advance" means the payment must be made BEFORE documents are delivered.
    - "Net 90" means that payment is due within 90 days of the order being delivered, regardless of closing occuring or not.
    - "After Closing" means that payment is due after the closing is confirmed (only).
- Finally, you'll choose your payment party. You can choose to pay for the order yourself or you can choose someone else and send them a payme
  else, enter their email and click "Next" to move on to **Step 5: Review**.

IMPORTANT If you choose "In Advance" and EITHER choose "Check" for payment method OR "Someone Else" for party, your due

Step 5: Review

The fifth and final step of order checkout is "Review" and you'll confirm your selections from the previous steps and place your order on this step.

- On this step, you'll see a price breakdown based on your selections in the previous steps, and "Estimated Delivery" date, and the option to place
  to finalize or "Previous" to go back to a previous step.
- After placing your order, you'll be directed to the order confirmation page. This page shows an overview of your order, and contact information for
  click "View Details" to go to the order details page if you like.

Need to change something on your order? Visit our articles related to Upgrading Priority on an
(https://communityarchives.freshdesk.com/en/support/solutions/articles/70000462076) or canceling
(https://communityarchives.freshdesk.com/en/support/solutions/articles/70000462071) for more inf

You may also visit our Frequently Asked Questions
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