



ZALORA

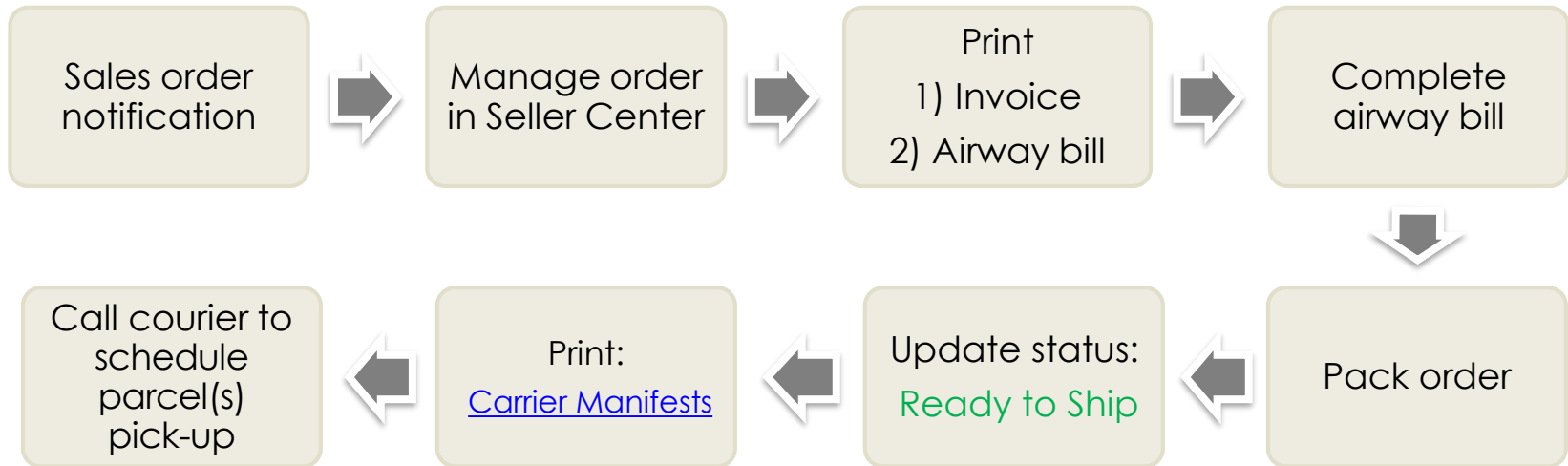
MARKETPLACE

ORDER PROCESSING



ORDER PROCESSING FLOW

Optimizing the Flow (KR- HK, KR-TW, KR-SG)



1. When you get a sales order notification email, log into Seller Center to check the order details
2. Print the order invoice and the airway bill accordingly
3. Pack the order together with the printed invoice, and attach the airway bill on your order package
4. Click "Ready to Ship" > Print [Carrier Manifests](#) > Call courier to schedule parcel(s) pick-up from courier
5. Carrier Manifests need to be printed in **2 copies**. Please refer to [How to Print Carrier Manifests](#)



Carrier Manifest act as a **proof of pick up** (Senders Copy) which can be use for investigation purposes should we need to investigate an issue related to a particular parcel that has been shipped out.

AGENDA

- Order Processing Flow
- **Order Notification**
- Processing Orders – Single
- Processing Orders – Bulk
- Requesting Pick-Up
- Packing Orders
- Handling of Returns

Legend:



When you see this icon, take note for reminders and tips.



When you see this icon, you may click on it to view more information.



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ORDER NOTIFICATION

Email Notification of New Sales Order

DAILY ORDER SUMMARY REPORT

Dear <Partner Name>,

Please view the summary of the daily order report for <Partner Name>. Count of orders documented in this email is consolidated from 2017-03-13 09:00:15 to 2017-03-14 08:59:59.

Here are the order details:

Pending Orders : 2

Ready-to-Ship Orders : 4

Delivered Orders : 3

Cancelled Orders : 0

Delivery Failed Orders : 0

Returned Orders : 1

Please be reminded to address any pending orders in Seller Center. Orders are to be processed and shipped in a timely manner within the seller handling time in accordance with the commercial terms.

Kindly head over to Seller center: [Manage Your Orders](#) to have a more detailed overview of all the orders, including the cancellation and return reasons.

If you require any assistance, please feel free to submit your queries at [Seller Helpdesk](#). Thank you.

Note: This email is sent once daily. Log into your Seller Center frequently to check for pending orders.

- You will be notified of new order(s) through a notification email from ZALORA every day.
- It will include a link to bring you directly to the **Order Management** tab on Seller Center.
- Alternatively, you could keep yourself updated by logging into Seller Center daily to check on your order status.

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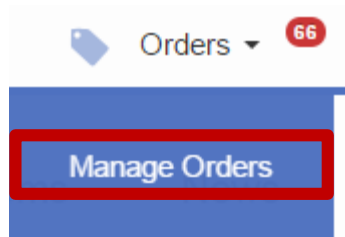
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PROCESSING ORDERS

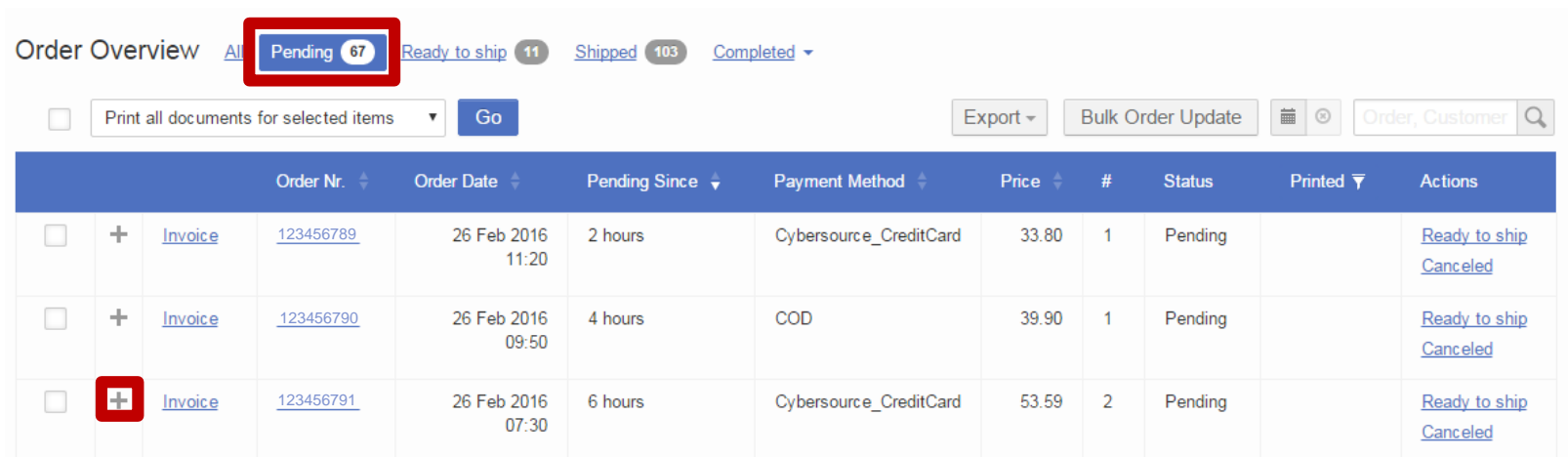
Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to "Ready to Ship")

Manage Orders – Individual

- Step 1: Click on **Orders** → **Manage Orders**



- Step 2: Click on the “**Pending**” filter tab to view all current pending orders
- Step 3: Click on the “+” icon to view all items in each order


A screenshot of the 'Order Overview' page. At the top, there are filter tabs: 'Pending' (highlighted with a red box and showing 67 items), 'Ready to ship' (11 items), 'Shipped' (103 items), and 'Completed'. Below the tabs, there is a search bar and a 'Go' button. The main part of the page is a table with columns: Order Nr., Order Date, Pending Since, Payment Method, Price, #, Status, Printed, and Actions. The table contains three rows of pending orders. The third row has a red box around the '+' icon in the 'Actions' column.

			Order Nr.	Order Date	Pending Since	Payment Method	Price	#	Status	Printed	Actions
<input type="checkbox"/>	+	Invoice	123456789	26 Feb 2016 11:20	2 hours	Cybersource_CreditCard	33.80	1	Pending		Ready to ship Canceled
<input type="checkbox"/>	+	Invoice	123456790	26 Feb 2016 09:50	4 hours	COD	39.90	1	Pending		Ready to ship Canceled
<input type="checkbox"/>	+	Invoice	123456791	26 Feb 2016 07:30	6 hours	Cybersource_CreditCard	53.59	2	Pending		Ready to ship Canceled

PROCESSING ORDERS

Manage Orders – Individual

Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to “Ready to Ship”)

- Step 4: Check your inventory to ensure sufficient stocks to fulfill the items in this particular order
 - If an ordered item is out of stock, click on the “**Canceled**” button
-  This can be done on an item level, and you do not have to cancel the entire order should it contain more than 1 item

Order Overview [All](#) [Pending](#) [Ready To Ship 1](#) [Shipped](#) [Completed](#) ▼

☐ Print all documents for selected items [Go](#)

[Export](#) ▼

[Bulk Order Update](#)



	Order Nr. ▼	Order Date ▼	Pending Since ▼	Payment Method ▼	Price ▼	# ▼	Packed Items	Status	Printed ▼	Actions
<input type="checkbox"/>	Invoice 202586891	09 Jun 2017 11:47	9 days	Store Credit	100.00	1	1	Ready to ship	✓	Canceled

☐ Print invoice for selected items [Go](#)

<input type="checkbox"/>	Send to	Seller SKU	Product	Shipping Information	Status	Printed	Action
<input type="checkbox"/>	Serena Li 27 Greenwich Drive, #02-00, Keppel Logistics Building 533912 Singapore Invoice Number: 178	test5788	tes collections - One size - test2 - beige	Dropshipping To customer: Provider: SF Express MP HK - SG Tracking Code: 615079542445	Ready to ship	✓	Canceled

PROCESSING ORDERS

Manage Orders – Individual

Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to “Ready to Ship”)

- Step 5: Click on “**Invoice**” to generate Assigned Delivery Provider and Invoice

SELLERCENTER

Products ▾ Orders ▾ 2 Reports ▾ Settings ▾ Help ▾ Administration ▾

Order Overview All Pending 2 Ready to ship 12 Shipped 44 Completed ▾

☐ Print all documents for selected items Export ▾ Order, Customer 🔍

		Order Nr. ▾	Order Date ▾	Updated Date ▾	Payment Method ▾	Price ▾	#	Status	Printed	Actions
<input type="checkbox"/>	+	Invoice	123456791	2016-02-26 00:24:06	2016-02-26 19:07:23	Paypal	287.10	2	Pending	Ready to ship Canceled
<input type="checkbox"/>	+	Invoice	123456790	2016-02-26 18:56:05	2016-02-26 18:56:06	COD	239.00	1	Pending	Ready to ship Canceled

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PROCESSING ORDERS

Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to "Ready to Ship")

Manage Orders – Individual

- Step 6: Click on **"Create Package and Next"** to confirm Delivery Provider

Delivering ×

Please select a Delivery Provider.

SF Express HK-SG ▼

Create Package & Next Close

- Step 7: Enter an invoice number for your reference (optional), and click on **"Save Invoice Number & Next"**

Shipment provider was saved for the created package. ×

Please enter invoice numbers

Order No.	Items	Invoice Number
200782863	1 / 1	24

Save Invoice Number & Next Close

Manage Orders – Individual

- Step 8: In the pop-up page, print the invoice and airway bill for the order.

Print your documents

Print

Continue

Airway Bill

 EXPRESS 順豐速運		COD		 (852) 2730 0273 (853) 2743 7373 www.sf-express.com	
				標準快遞 目的地:	
1/1 母草號 613443690728				866	
收方: 自來		Winnie Adnan Lau 60501804			
		收單號碼: 261 April 2017			
件數: 1 付款方式: 寄件月結轉票三方付		月結號碼: 9525699018		代收款額:	
實際重量: 中特提重: 380.00 HKD		計費重量: 保價費用: 其他費用:		369 HKD 卡號: 8526622775	
寄單選擇單號:		轉寄客戶		填單: 費用合計:	
寄方: Unit B, 18F, Wah Ha Factory Building, No.8 Sheppard Lane, Quarry Bay, Hong Kong ZALORA Hong Kong 30984280		收件員: 寄件日期: 26 April 2017		收方簽名:	
		原寄地: 852 收件員:		日期: 月 日	
 EXPRESS 順豐速運		(852) 2730 0273 (853) 2743 7373 www.sf-express.com			
Unit B, 18F, Wah Ha Factory Building, No.8 Sheppard Lane, Quarry Bay, Hong Kong 寄方: ZALORA Hong Kong 30984280		子單號 613443690728 Winnie Adnan Lau 2017, Bat 2013, 9525699018 收方: WINNIE ADNAN LAU 2017, 9525699018 Winn STREET KLN - Shek Kip Mei Hong Kong SAR China 收方: Winnie Adnan Lau 60501804			
數量: 托寄物		寄件日期:		備註:	
1 APPARELS AND ACCESSORIES		新免過港非工 商及便利店加費			
訂單號:		費用合計:			
		ZLR201115756-2439			

Invoice


10/26/2016		Hange Orders Ready to Ship Seller Center			
INVOICE 購物發票		ORDER NUMBER 訂單編號		ZALORA	
WISA Win Gallery Building, 5th Floor					
		PURCHASE ORDER 訂購單編號			
				HANG-00000000000000000000	
Invoice Details 收單詳情		Delivery Details 收件詳情			
Invoice No. 非票編號 : 1		Delivery To 收件人資料:			
Payment Type 付款方式 : Store Credit		小姐 林			
Invoice To 付款人資料:		0909185994/			
小姐 蔡		小姐 蔡			
0909185994/		新加坡新嘉坡安和路二一七號A樓2樓			
小姐 蔡		新嘉坡			
新加坡新嘉坡安和路二一七號A樓2樓		新嘉坡			
新嘉坡		231			
Tel: Taiwan		Taiwan			
#	Product name	Seller SKU	Shop SKU	Price	Total Price
1	WISA Teal Shirt	Teal_001	SA295AA22GJTTH10E0201	1,000.00	1,000.00
				Subtotal 小總	1,000.00
				Promo code Discount 優惠折扣	0.00
				Tax 稅項 保稅金	-1,000.00
				Total incl Shipping Fee 運費包含郵費	0.00
				Shipping Fee 運費	0.00
				Grand Total Incl Shipping Fee 運費包含郵費(NTD)	0.00
如何匯款					
<p>(一) 請向網購匯款，將支票寄給您的訂購單號碼至http://www.zalora.com.tw/wufund-form/ 選擇貨真品及匯款資訊。</p> <p>(二) 可以以現金或銀行存款匯到11個分行，或寄出支票的零售店門牌號碼。</p> <p>(三) 支票匯到11個分行，則在七天內由7-11門市員代收並將金額匯還，等到收到支票後我們再核對帳目。</p> <p>(四) 支票匯款，將會寄出支票通知其基本的匯款時間與手續費。</p> <p>其它國家、地區等均可！【美元可匯】、【港幣可匯】</p>					
Any inquiry, please email to customer@zalora.com or contact us at Tel: 001-661166, Monday to Friday 9am-6pm (excluding Public Holiday) 如有疑問，歡迎查詢customer@zalora.com或致電070-1001166。服務時間為星期一至五上午時區下午6時（即定假日除外）					
THANK YOU FOR SHOPPING WITH US! 謝謝您用 ZALORA! 					
<p>將下列訂單編號放在匯款單背面</p>					
ORDER NUMBER 訂單編號		: 20035667			
		HANG-00000000000000000000			
ZALORA 是以訂單為準不須照原裝盒裝運，如無原裝盒裝運恕不退換，謝謝。					

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PROCESSING ORDERS

Manage Orders – Individual

Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to “Ready to Ship”)

- Step 9: Once you have packed the ordered items along with the invoice in the parcel and the airway bill on the parcel's exterior, click on the **“Ready to Ship”** button
 - If an ordered item is out of stock, click on the **“Canceled”** button
-  This can be done on an item level, and you do not have to cancel the entire order should it contain more than 1 item

Order Overview [All](#) [Pending](#) [Ready To Ship](#) **1** [Shipped](#) [Completed](#) ▾

☐ Print all documents for selected items ▾

[Go](#)

[Export](#) ▾

[Bulk Order Update](#)



	Order Nr. ▾	Order Date ▾	Pending Since ▾	Payment Method ▾	Price ▾	# ▾	Packed Items	Status	Printed ▾	Actions
<input type="checkbox"/>	- Invoice 202586891	09 Jun 2017 11:47	9 days	Store Credit	100.00	1	1	Ready to ship	✓	Canceled

☐ Print invoice for selected items ▾

[Go](#)

<input type="checkbox"/>	Send to	Seller SKU	Product	Shipping Information	Status	Printed	Action
<input type="checkbox"/>	Serena Li 27 Greenwich Drive, #02-00, Keppel Logistics Building 533912 Singapore Invoice Number: 178	test5788	tes collections - One size - test2 - beige	Dropshipping To customer: Provider: SF Express MP HK - SG Tracking Code: 615079542445	Ready to ship	✓	Canceled

PROCESSING ORDERS

Manage Orders – Individual



- Please change the status of your orders to “**Ready to Ship**” within **2 working days**
 - This duration is calculated based on the time difference between the time the **order was made by customer**, and the time the **order status is changed to “Ready to Ship”**
- Customer are allowed to cancel any orders which status is still “**Pending**”
- Check the order status on Seller Center before packing the order
 - If your order has been **cancelled** but you proceed to ship the ordered items to the customers, this will unfortunately be treated as a free gift
- ZALORA's Customer Service team relies on the order statuses to follow up with customers when they contact us

AGENDA

- Order Processing Flow
- Order Notification
- Processing Orders – Single
- **Processing Orders – Bulk**
- Requesting Pick-Up
- Packing Orders
- Handling of Returns

Legend:



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MARKETPLACE

PROCESSING ORDERS

Manage Orders – In Bulk

Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to “Ready to Ship”)

- Step 1: Select orders to fulfill by checking the boxes
- Step 2: Select **“Print All Documents for Selected Items”** and click on **“Go”** button

The screenshot shows the ZALORA SELLER CENTER dashboard. The 'Orders' tab is selected, showing a summary of order statuses: Pending (63), Ready to ship (174), Shipped (135), and Completed. Below the summary, there is a button labeled 'Print all documents for selected items' with a dropdown arrow, and a blue 'Go' button next to it. These two buttons are enclosed in a red rectangular box. To the right of these buttons are 'Export' and 'Bulk Order Update' buttons, and a search bar with the placeholder text 'Order number, customer or other available criteria'. Below the buttons, a table displays a list of orders. The first row of the table is highlighted, showing details for order 123456791, dated 2016-02-26 17:23, with a status of 'Pending' and a price of 77.60. The 'Actions' column for this order includes links for 'Ready to ship' and 'Canceled'.

	Order Nr.	Order Date	Pending Since	Payment Method	Price	#	Status	Printed	Actions
<input checked="" type="checkbox"/>	123456791	2016-02-26 17:23	less than an hour	Cybersource_CreditCard	77.60	3	Pending		Ready to ship Canceled

- Step 3: Print the entire set of generated documents to access the collated packing list, and each order's invoice and airway bill to included with the parcel alongside the ordered items.

PROCESSING ORDERS

Manage Orders – In Bulk

Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to “Ready to Ship”)

- Step 4: Select “**Set Status to Ready to Ship**” and click on “**Go**” button

The screenshot shows the ZALORA SELLER CENTER interface. The top navigation bar includes links for FAQ, THE SELLER ACADEMY, and CONTACT US. The main navigation bar has tabs for Products, Orders (63), Promotions, Reports, and Settings. The Order Overview section shows a status filter for Pending (63) orders. A red box highlights the 'Print all documents for selected items' dropdown and the 'Go' button. Below this, a table lists the order details.

Order Nr.	Order Date	Pending Since	Payment Method	Price	#	Status	Printed	Actions
123456791	2016-02-26 17:23	less than an hour	Cybersource_CreditCard	77.60	3	Pending		Ready to ship Canceled

PROCESSING ORDERS

Please fulfill your orders within 2 working days after customers have made their orders (and you changing order status to "Ready to Ship")

Manage Orders – In Bulk

- Step 5: Check that the listed orders have been packed and ready for pick up, then click on the **"Ready to Ship"** button

Shipment provider was saved for the created package.

Your next options

Order No.	Items	Shipment	Tracking ID (Please include prefix 'a' and suffix 'a' and omit dash)	Invoice Number
208321225	1 / 1	SF Express	ZNVMKP-1547-208321225-9926	33003

« Change shipment

All documents

Invoices

Shipping labels

Ready to ship

Close

PROCESSING ORDERS

Manage Orders – In Bulk



- Please change the status of your orders to “**Ready to Ship**” within 2 working days
 - This duration is calculated based on the time difference between the time the **order was made by customer**, and the time the **order status is changed to “Ready to Ship”**
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REQUESTING PICK-UP

How to Request for Parcel Pick-Up by SF (KR – TW, KR- SG)

- Step 1: Make sure that you have finished packing all order parcels and setting orders' status to “**Ready to Ship**” on Seller Center
- Step 2: Contact delivery provider SF Express at **+080 393 1111** to request for them to pick up the parcels during their operating hours:
 - Mon – Fri 09:00 – 18:00
 - Sat 09:00 – 12:00
 - Sun or Holidays Closed

If the call is made before the cut-off time of **2:00PM**, SF will proceed to make their way over to collect the parcel(s) on the same day.

If the call is made after the cut-off time of **2:00PM**, SF will proceed to make their way over to collect the parcel(s) on the next business day.

If SF fails to turn up to collect the parcel(s) at the agreed-upon time, re-arrange for another pick-up session by calling them again.

Ensure that **Carrier Manifests** has been printed out once status is change to **Ready to Ship**

Carrier Manifests need to be printed in **2 copies**

Please refer to [How to Print Carrier Manifests](#)

REQUESTING PICK-UP

How to Request for Parcel Pick-Up by Kerry (KR – HK)

- Step 1: Make sure that you have finished packing all order parcels and setting orders' status to **“Ready to Ship”** on Seller Center
- Step 2: Contact delivery provider Kerry at **+822 3415 8924** to request for them to pick up the parcels during their operating hours:
 - Mon – Fri 09:00 – 18:00
 - Sat 09:00 – 12:00
 - Sun or Holidays Closed

If Kerry fails to turn up to collect the parcel(s) at the agreed-upon time, re-arrange for another pick-up session by calling them again.

Ensure that **Carrier Manifests** has been printed out once status is change to **Ready to Ship**

Carrier Manifests need to be printed in **2 copies**

Please refer to [How to Print Carrier Manifests](#)

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PACKING ORDERS

Get ready to fulfil and pack your ZALORA orders



1. Invoice

Please print the invoice from Seller Center and include in the parcel with the products.

3. Ordered Product(s)

Double check the SKU/Size/Colour/Quality of products to minimize possibility of returns.



You can request for new or additional **Return Labels** & **Complimentary packaging** from this [Contact Us Form](#)



2. Airway Bill

Print these directly from Seller Center in A4 paper and insert these in a clear pouch or envelope on the sealed parcel.

4. Own Packaging

Use your own packaging material for the parcel, or request for packaging from us.



Disclaimer:
Seller are responsible to ensure the parcel is pack safely to avoid any loss or damage upon delivery.

* Especially beauty products

AGENDA

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HANDLING OF RETURNS

Receiving returned parcels from ZALORA

- Customers might return products that they are dissatisfied with, due to e.g. product is too large/small, wrong product shipped)
- Once the customers have made their returns, you should receive these **within 14 business days** after ZALORA has processed the returns, or when ZALORA has received 40 returned products by your customers – whichever happens sooner
- ZALORA will notify you via email when we have received the returned products

ORDER PROCESSING ON MOBILE

Android Users, Download the ZALORA Seller Center App!



Get a seamless
seller experience
to manage your
shop on ZALORA
anywhere, anytime!

Download the app now to :

- Get instant alerts for new orders
- Process your pending orders
- Manage your products, stock level & pricing
- Set or extend your product sales dates
- Access and monitor real-time shop performance ... and more!

Not an Android device user?

Drop us a note at seller-support@zalora.sg to cast your vote
for an iOS-compatible app!



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