

ZALORA

# Tips for Processing Orders on ZALORA

June 2025





1. Update inventory regularly in Seller Center to avoid any mismatch between the amount of stock in the system vs. the amount of stock in the warehouse.
2. Allocate sufficient stock to prevent out of stock, especially if you sell on multiple e-commerce platforms. Please be reminded that out of stock cancellation is subject to Additional Fees.
3. Remember to update your inventory in Seller Center no less than 1 week prior to the beginning of the sales period.



1. Check order backlog in Seller Center at least twice a day. More frequent checks are highly recommended during campaign periods.
2. Prioritize processing orders first-in, first-out.
3. Check the status of your orders before packing. **If you ship a canceled order, unfortunately this will be considered a free gift to the customer.**



1. Hire sufficient manpower if order volume is expected to increase, especially during campaign periods.
2. Train new and existing staffs to process large orders effectively.



1. Ensure you are at the designated pick-up location when our 3PL comes to collect your orders.
  - Kindly fill in [VUF Form](#) for any changes to the pickup address.
  - For any updates to warehouse operating hours, please reach out via [Contact Us Form](#) with “Onboarding / Account/Info Setups” immediately.
2. Escalate via [Contact Us Form](#) with “Operations/Pick-Up Request” as the SHD Contact Reason or your Account Manager immediately if the 3PL does not show up to pick up your orders within 2 working days after the order status is changed to Ready to Ship.
3. In case of any internal system changes/issues, warehouse holidays, or expected processing delays, please notify ZALORA at least 14 days in advance.

## Tips for Processing Orders



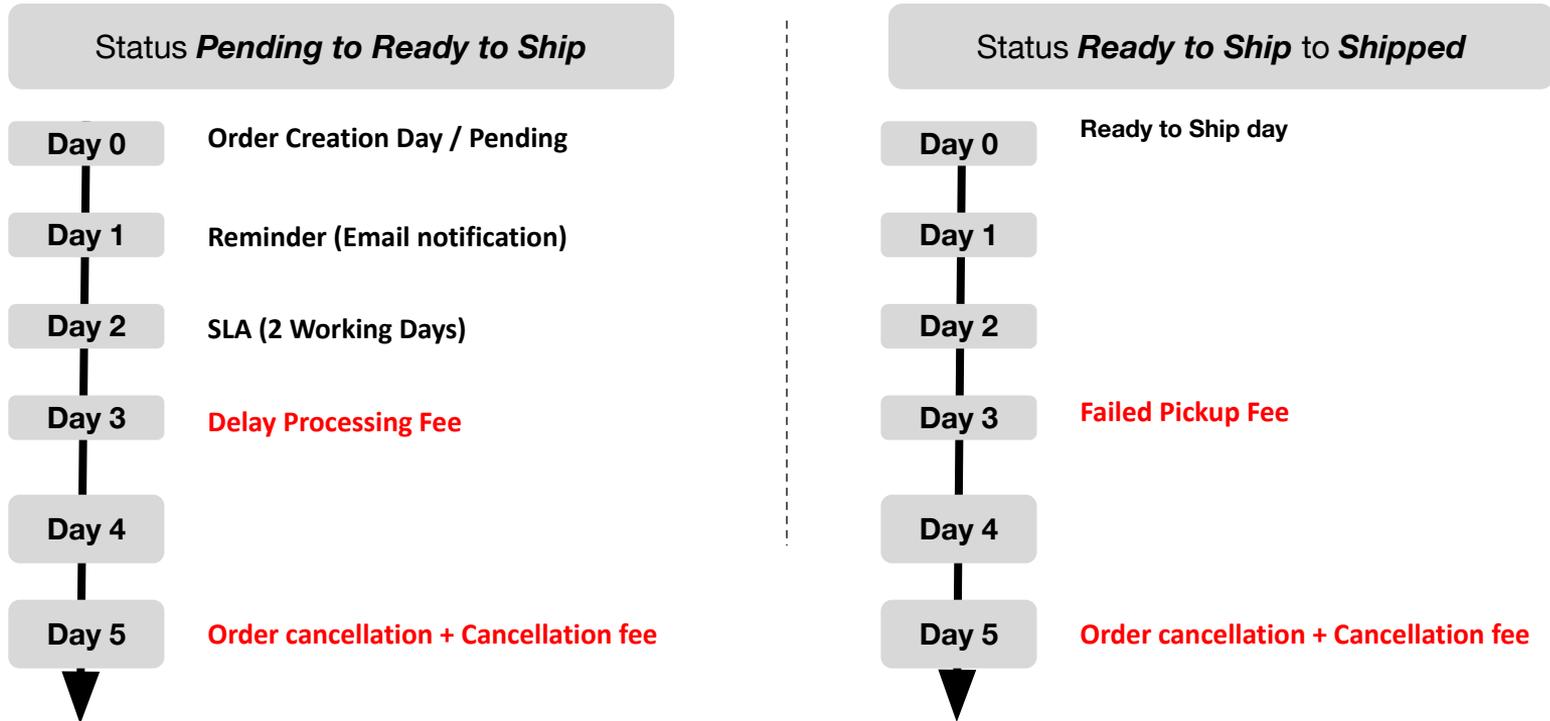
- Please pack and update the status of your orders to status **“Ready to Ship”** within **2 working days**. This duration is calculated based on the time difference between the time the order was made by customer, and the time the order is packed and order status is updated to “Ready to Ship”.
- Failure to meet the SLA will result in **automatic order cancellation and cancellation fees** per cancelled item.
- Customer are allowed to cancel any orders in status **“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.

**2 Working Days = Time Order Status changed to Ready to Ship - Time Order Created (Pending)**



# Automatic Order Cancellation

ZALORA uses Smart Seller Manager (SSM) within Seller Center to automatically cancel aging orders in Pending and Ready to Ship status. Automatic cancellations by ZALORA are subject to Additional Fees.



\*Cancellation SLAs are on working days

\*Automatic order cancellations may not apply during approved seller lead times. Contact Seller Help Desk to learn more.

## Lead Time Extension

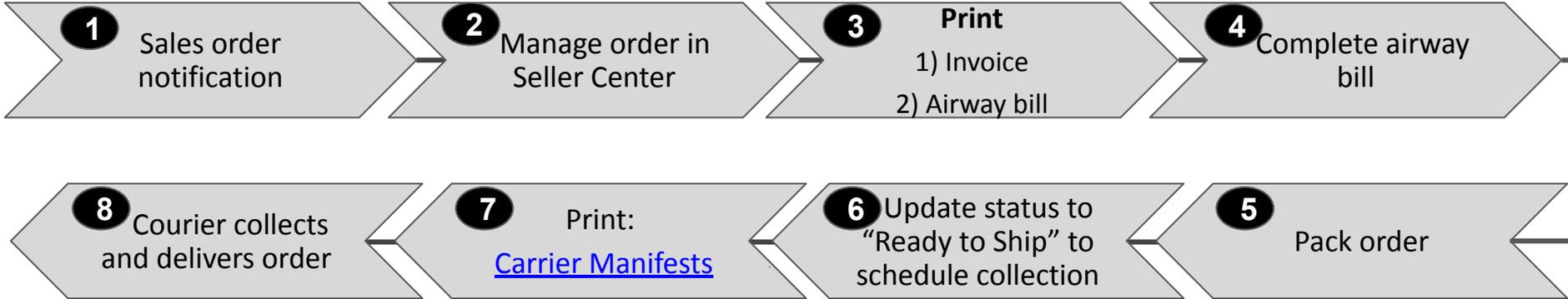
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- If the sellers face any expected issues such as delayed shipment (from overseas), manpower shortage, etc; sellers can apply for the fulfillment lead time extension. The fulfillment lead time extension can be applied for orders that are in Pending and Ready to Ship status.
- Sellers may contact Seller Help Desk (SHD) Team via [Contact Us Form](#) with “Operations/Order Processing” as the SHD Contact Reason or your Account Manager to request for lead time extension. The SHD Team or Account Manager will assist sellers with the request.
- If sellers still cannot fulfill the orders within the **extended SLA**, the orders will be cancelled and sellers will be charged with the **cancellation fees per cancelled item**.



1. **Flow how to process orders**
2. **Order Notification**
3. **Processing Single & Multi Orders**

## Order Processing Flow



**Step 1&2:** When you get a sales order notification email, log into Seller Center to check the order details.

**Step 3:** **Print** the order invoice and the airway bill accordingly

**Step 4&5:** Pack the order together with the printed invoice, and attach the airway bill on your order package

**Step 6:** Click “Ready to Ship” to automatically schedule parcel(s) pick-up from courier.

**Step 7:** Print [Carrier Manifests](#). 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** (Sender’s Copy) which can be used for investigation purposes should we need to investigate an issue related to a particular parcel that has been shipped out.

ZALORA

**Processing  
Orders**



# Order Notification

## 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) via a notification email from ZALORA every day.

This will include a link to take you directly to the **Order Management** tab in Seller Center.

Alternatively, you could keep yourself updated by logging into Seller Center daily to check on new order(s).



### Important note:

If you **unsubscribe** from ZALORA's emails, you will no longer receive any email notifications from us. This includes promotional emails, updates, and potentially important notifications related to your account or orders.



Check order backlog in the Seller Center at least twice daily. More frequent checks are highly recommended during campaign periods.

# Processing Orders - FIFO Method

**FIFO METHOD:** First In, First Out, this means the orders that come in first have to be processed first

The screenshot shows a 'Manage Orders' interface. On the left, a search filter is applied for 'Status: Pending'. The main table displays a list of orders. The first order in the list is highlighted, and its 'Promised shipping time' is marked as 'Delay 1 day' with a yellow warning icon. The table columns are: Order number, Order date, Promised shipping time, Payment method, Price, Number of items, Packed items, and Status.

Order number	Order date	Promised shipping time	Payment method	Price	Number of items	Packed items	Status
237328626	16/02/2023	⚠ Delay 1 day	CashOnDelivery	MYR 87.00	1	0	Pending

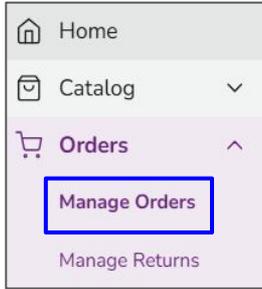
## How?

- **Step 1:** Filter the status to pending
- **Step 2:** Just click the **up down arrow** beside 'order date' and ensure the dates are sorted by oldest (top) to latest (bottom).

**Why?** This way, you get to process the older orders first, thereby reducing your lead time and chances of getting penalised.

# Processing Orders (1/4)

- 1 Choose **Orders** > **Manage Orders**



- 2 Select the **Pending** filter to see all orders with Pending status

- 3 Click the **order number** to see the details of the items that need to be processed in that order. Check inventory to ensure sufficient stock to fulfill the ordered items. If the item is out of stock, click Cancelled to cancel the item. Additional Fee will be charged to the seller.

The 'Manage Orders' interface shows a table of orders. A filter for 'Pending' status is applied. The table has the following columns: Order number, Order date, Payment method, Price, Number of items, Packed items, Shipment providers, and Status. One order is listed with order number 243886351, which is highlighted with a blue box.

Order number	Order date	Payment method	Price	Number of items	Packed items	Shipment providers	Status
243886351	27 May 2025 14:02	COD (CashOnDelivery)	IDR 38.500.00	1	0	JNE - MARKETPLACE	Pending

The 'Order Details' page displays the following information:

- Finance Information**
  - Payment Method: COD (CashOnDelivery)
  - Grand Total: IDR 24,700.00
  - Shipping Cost: IDR 8,500.00
  - Shipping Voucher: IDR 0.00
  - Tax Amount: IDR 1,784.00
  - Voucher Total: IDR 12,000.00
  - Cashback Amount: IDR 1,800.00
  - SST Shipping Fee: IDR 0.00
- Customer Information**
- Billing Address**
- Shipping Address**

## Processing Orders (2/4)

- 4 Select the pending orders you would like to process at once by checking the **checkbox** next to the order.
- 5 Click the  icon and select print.

Manage Orders  
Take me to the old orders >

Import Export

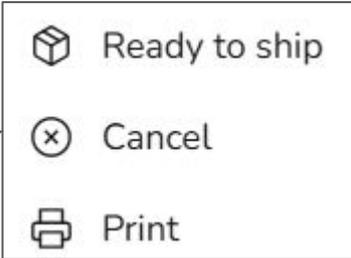
Created  
Filter created

Filter and search by order information 1-1 of 1 < > ⚙️

Status Pending X Save this filter

1 item selected ...

<input checked="" type="checkbox"/>	<a href="#">243886351</a>	27 May 2025 14:02	COD (CashOnDelivery)	IDR 38,500.00	1	0	JNE - MARKETPLACE	
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-  Ready to ship
-  Cancel
-  Print

## Processing Orders (3/4)

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- 6 Ensure these 3 documents are printed: ***Invoice, Carrier Manifest, Shipping Label***

Print Documents ×

Please choose type of document you would like to print.

Select all printable documents

Stock checklist

Picklist

Invoice

Shipping label

Cancel

- 7 Attach the Shipping Label to the package and ensure your courier signs the Carrier Manifest upon pickup.

## Processing Orders (4/4)

- 8 When the Seller is ready to send the item, click **Ready to Ship** to inform the courier that the item is ready to be picked up.

The screenshot displays the 'Manage Orders' interface. At the top, there are 'Import' and 'Export' buttons. Below them is a search bar with the text 'Filter created'. A filter bar shows 'Status Pending' with a close button and a 'Save this filter' option. The table below has one row selected, with a context menu open over the 'Ready to ship' button. The context menu includes 'Cancel' and 'Print' options. The table row contains the following data: a checkmark, 'Ready to ship', '27 May 2025 14:02', 'COD (CashOnDelivery)', 'IDR 38,500.00', '1', '0', 'JNE - MARKETPLAC', and a three-dot menu icon.

Status	Order ID	Order Date	Order Type	Price	Quantity	Weight	Location	Actions
Ready to ship		27 May 2025 14:02	COD (CashOnDelivery)	IDR 38,500.00	1	0	JNE - MARKETPLAC	...

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**Processing  
Orders - Single**



# Processing Orders - Single

## Set to Ready to Ship

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



Fulfill all customer orders within 2 working days after order creation date

Sellers are required to print invoices and AWB before updating to “Ready to Ship”. Please refer to [workflow](#).

- **Step 2:** Filter by “**Pending**” status to view all current pending orders
- **Step 3:** Click on the ellipsis “...” icon to open action-option and select “**View details**” to view all items in each order.

Order number	Order date	Promised shipping time	Payment method	Price	Number of items	Packed items	Status
MY-281378626	9 Jun 2023 16:13	⚠ Delay 1 day	CashOnDelivery	MYR 4,685.00	3	0	Pending
MY-221378626	9 Jun 2023 15:55	⚠ Delay 1 day	CashOnDelivery	MYR 16,394.00	3	0	Pending
MY-241378626	9 Jun 2023 15:53	⚠ Delay 1 day	CashOnDelivery	MYR 1,585.00	1	0	Pending

The table displays a list of pending orders. The 'View details' option in the action menu for the first order is highlighted with a red box.

# Processing Orders - Single

## Set to Ready to Ship

- **Step 4:** Once you have confirmed the stock availability, click on the “Ready to Ship” button.

Filter and search by order information 1-20 of Many

Status Pending Save this filter

Order number	Order date	Promised shipping time	Payment method	Price	Number of items	Packed items	Status
MY-281378626	9 Jun 2023 16:13	⚠ Delay 1 day	CashOnDelivery	MYR 4,685.00	3	0	Pending
MY-221378626	9 Jun 2023 15:55	⚠ Delay 1 day	CashOnDelivery	MYR 16,394.00	3	0	Pending
MY-241378626	9 Jun 2023 15:53	⚠ Delay 1 day	CashOnDelivery	MYR 1,585.00	1	0	Pending

Cancel Ready to ship Print View details

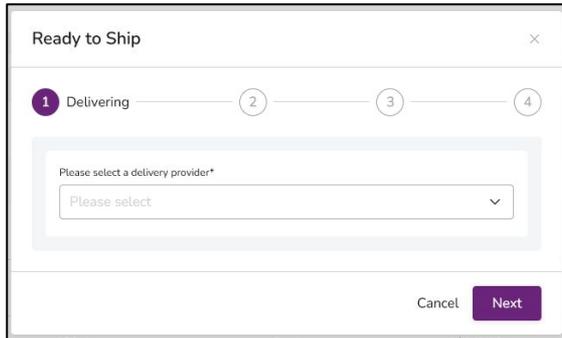


Once the order pushed to Ready to Ship, system will trigger 3PL to come and pick up the parcels during working hours.

# Processing Orders - Single

## Set to Ready to Ship

- **Step 5:** From the modal window, select the shipment provider. Any action from the modal window applies to all items within 1 package.

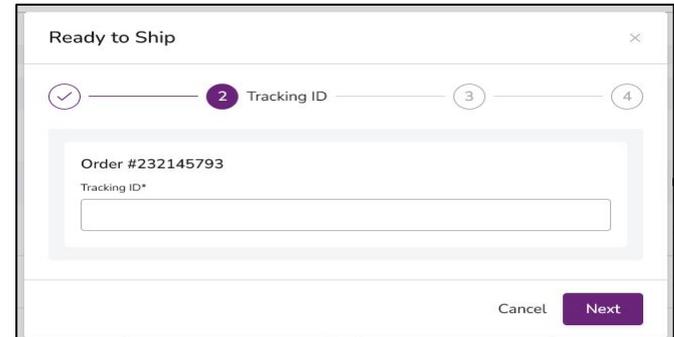


The screenshot shows a modal window titled "Ready to Ship" with a close button (X) in the top right corner. At the top, there is a progress indicator with four steps: 1 (Delivering), 2, 3, and 4. Step 1 is highlighted with a purple circle. Below the progress indicator, there is a text prompt "Please select a delivery provider\*" and a dropdown menu with the text "Please select" and a downward arrow. At the bottom of the modal, there are two buttons: "Cancel" and "Next".



Fulfill all customer orders within 2 working days after order creation date

- **Step 6:** Add the tracking information for the order. However, this step might be skipped, if a 3rd-party integration for the selected shipment provider is configured in the admin menu (**Admin > Settings > Settings > Shipment Provider**) to retrieve the tracking code.

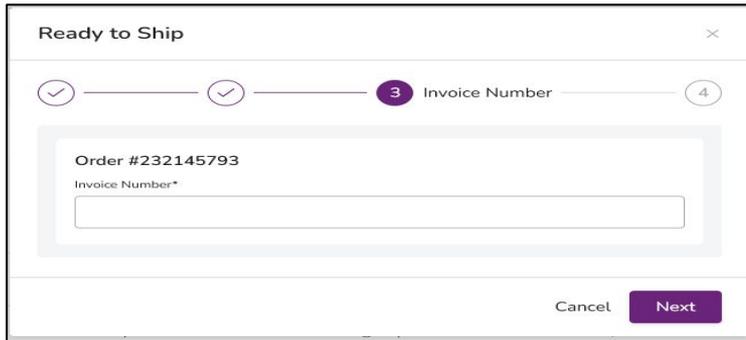


The screenshot shows the same "Ready to Ship" modal window, but now Step 2 (Tracking ID) is highlighted with a purple circle. Step 1 is now marked with a checkmark. The main content area shows "Order #232145793" and "Tracking ID\*" above a text input field. At the bottom, the "Next" button is highlighted in purple, while the "Cancel" button is grey.

# Processing Orders - Single

## Set to Ready to Ship

- **Step 7:** Add the invoice number for the order. The value might be pre-generated depending on seller configuration (*under [red] Settings > Document templates > Invoices*). Depending on the shipment provider setting, this step might be skipped.



The screenshot shows a 'Ready to Ship' dialog box with a progress indicator at the top showing three steps: Step 1 (checked), Step 2 (checked), and Step 3 (active, highlighted in purple). Step 3 is labeled 'Invoice Number'. Below the progress bar, the text 'Order #232145793' is displayed. Underneath, there is a label 'Invoice Number\*' followed by an empty text input field. At the bottom right, there are 'Cancel' and 'Next' buttons.

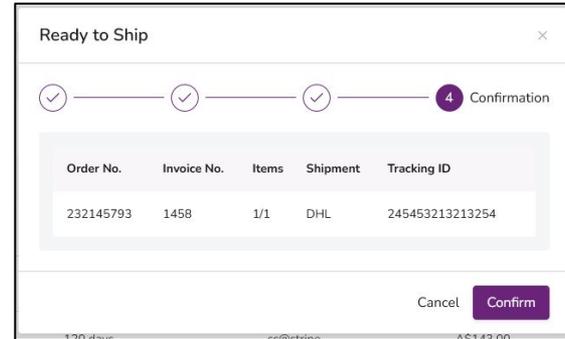


It is possible to jump / access previous steps by clicking on any of the ticks ( ✓ )



Fulfill all customer orders within 2 working days after order creation date

- **Step 8:** Click on confirm to verify everything. A success message will appear on the top right.



The screenshot shows the 'Ready to Ship' dialog box at Step 4: Confirmation. The progress bar at the top shows four steps: Step 1 (checked), Step 2 (checked), Step 3 (checked), and Step 4 (active, highlighted in purple). Below the progress bar, there is a table with the following data:

Order No.	Invoice No.	Items	Shipment	Tracking ID
232145793	1458	1/1	DHL	245453213213254

At the bottom right, there are 'Cancel' and 'Confirm' buttons.



The screenshot shows a notification banner at the top right of the interface. The banner contains the text 'Success Message' in purple, followed by a green checkmark icon and the text 'Order status has been changed'. The notification is set against a light gray background with a white border.

# Processing Orders - Single

## Set to Ready to Ship

- Step 9:** After pushing to “Ready to Ship”, click on “Print” to print the documents, packed the ordered items along with the invoice in the parcel and the airway bill on the parcel’s exterior.

Filter and search by order information 1-20 of Many < > ⚙️

Status Pending × Save this filter

<input type="checkbox"/>	Order number	Order date	Promised shipping time	Payment method	Price	Number of items	Packed items	Status	
<input type="checkbox"/>	MY-281378626	9 Jun 2023 16:13	⚠️ Delay 1 day	CashOnDelivery	MYR 4,685.00	3	0	Pending	⋮
<input type="checkbox"/>	MY-221378626	9 Jun 2023 15:55	⚠️ Delay 1 day	CashOnDelivery	MYR 16,394.00	3	0	Pending	⋮
<input type="checkbox"/>	MY-241378626	9 Jun 2023 15:53	⚠️ Delay 1 day	CashOnDelivery	MYR 1,585.00	1	0	Pending	⋮

- Cancel
- Ready to ship
- Print**
- View details

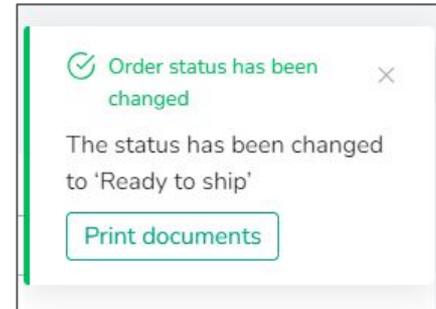
### Print Documents

Please choose type of document you would like to print.

- Select all printable documents
- Picklist
- Invoice
- Shipping label
- Manifest

Cancel **Print**

⚠️ Delay 235 days PaidRemote\_CashOnDelivery SGD 554.90



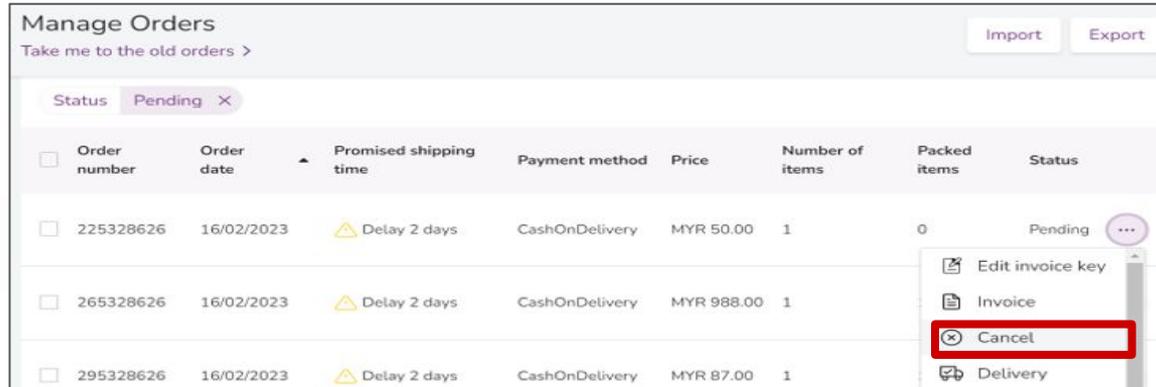
# Processing Orders - Single

## Set to Canceled in Pending Status

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



- **Step 2:** Filter by **“Pending”** status to view all current pending orders
- **Step 3:** Check inventory to ensure sufficient stocks to fulfill ordered items. If an item is out of stock, click on **ellipsis “...”** icon to open action-option and select **“Cancel”**.
  - This can be done on an item level by clicking on **“ellipsis”** > **“view details”**, and you do not have to cancel the entire order should it contain more than 1 item. An Additional Fee will be charged for every item cancelled.



Manage Orders

Take me to the old orders >

Import Export

Status Pending X

<input type="checkbox"/>	Order number	Order date	▲ Promised shipping time	Payment method	Price	Number of items	Packed items	Status
<input type="checkbox"/>	225328626	16/02/2023	⚠ Delay 2 days	CashOnDelivery	MYR 50.00	1	0	Pending <span>⋮</span>
<input type="checkbox"/>	265328626	16/02/2023	⚠ Delay 2 days	CashOnDelivery	MYR 988.00	1		
<input type="checkbox"/>	295328626	16/02/2023	⚠ Delay 2 days	CashOnDelivery	MYR 87.00	1		

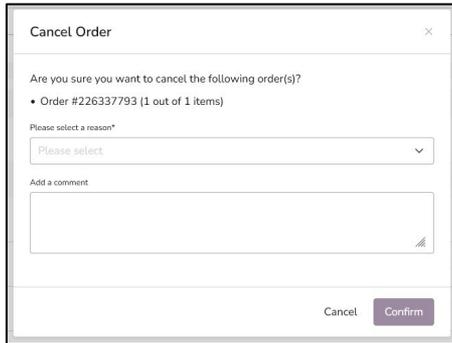
Dropdown menu options:

- Edit invoice key
- Invoice
- Cancel**
- Delivery

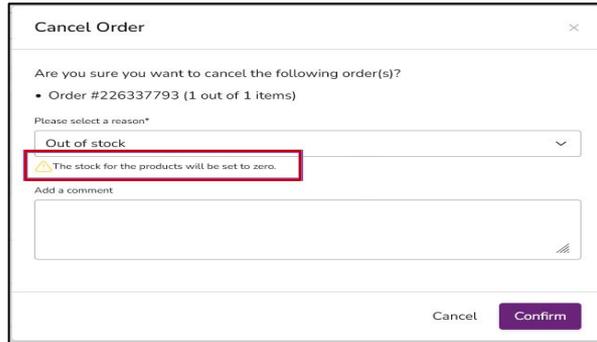
# Processing Orders - Single

## Set to Canceled in Pending Status

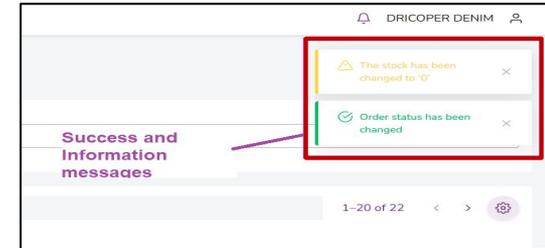
- **Step 4:** Select a cancellation reason from the modal window.



- **Step 5:** Changing the status will also trigger a stock update for the product, if there is not stock available. Select “confirm” to save the changes.



- **Step 6:** Success message and information message (optional) about the stock will be displayed on the top right website.



# Processing Orders - Single

## Set to Canceled in Ready to Ship Status

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



- **Step 2:** Filter by “Ready to Ship” status to view all current pending orders
- **Step 3:** Check inventory to ensure sufficient stocks to fulfill ordered items. If an item is out of stock, click on **ellipsis “..”** icon to open action-option and select “**Cancel**”.
  - This can be done on an item level by clicking on “**ellipsis**” > “**view details**”, and you do not have to cancel the entire order should it contain more than 1 item. An Additional Fee will be charged for every item cancelled.



Reminder to reprint invoice if you had cancelled one of the items in an order.

Q Filter and search by order information 1-2 of 2 < > ⚙

Status **Ready to Ship** × Save this filter

<input type="checkbox"/> Order number	Order date	Promised shipping time	Payment method	Price	Number of items	Packed items	Status	
<input type="checkbox"/> 212571226	19 Apr 2019 17:36		CashOnDelivery	MYR 7,000.00	1	1	Ready to Ship	⋮
<input type="checkbox"/> 205797348HK	19 Apr 2019 17:33		PaidRemote_CashOnDelivery	HK\$69.00	1	1		⋮

⚠ Edit invoice key

🗑 Cancel

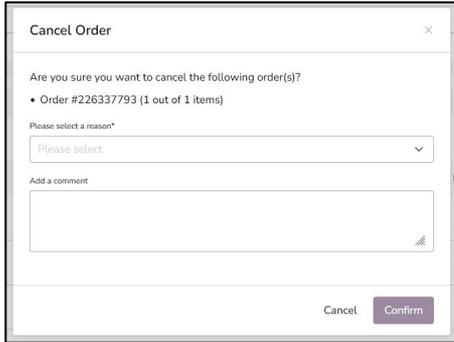
🖨 Print

👁 View details

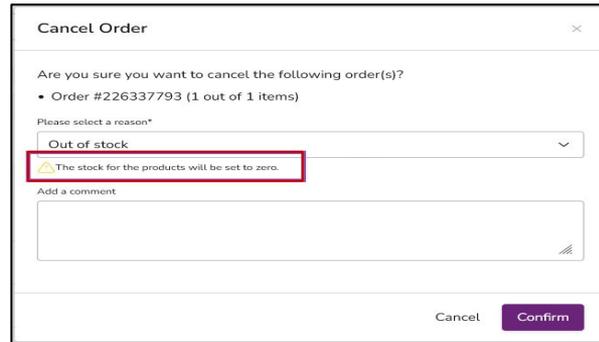
# Processing Orders - Single

## Set to Canceled in Ready to Ship Status

- **Step 4:** Select a cancellation reason from the modal window.

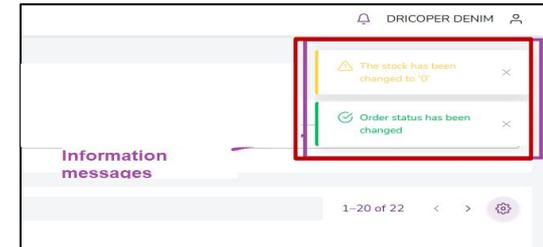


- **Step 5:** Changing the status will also trigger a stock update for the product, if there is not stock available. Select “confirm” to save the changes.



Reminder to reprint invoice if you had cancelled one of the items in an order.

- **Step 6:** Success message and information message (optional) about the stock will be displayed on the top right website.



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**Processing  
Orders - Multi**



# Processing Orders - Multi

## Set to Ready to Ship

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



- **Step 2:** Filter by “**Pending**” status to view all current pending orders
- **Step 3:** Tick on the boxes to select multiple order numbers and select “Print” to print the multiple documents before “**Ready to Ship**”



Fulfill all customer orders within  
2 working days after order creation date

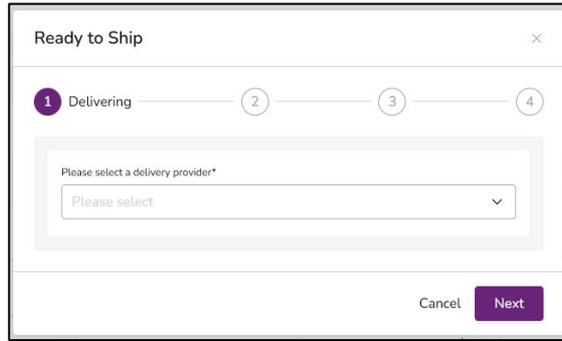
Sellers are required to print invoices and AWB  
before updating to “Ready to Ship”. Please refer to  
[workflow](#).

Filter and search by order information			
Status	Pending <input checked="" type="checkbox"/>	Save this filter	
2 items selected <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>	MY-281378626	9 Jun 2023 16:13	<input checked="" type="checkbox"/> Delay 1 day CashOnDelivery
<input checked="" type="checkbox"/>	MY-221378626	9 Jun 2023 15:55	<input checked="" type="checkbox"/> Delay 1 day CashOnDelivery

# Processing Orders - Multi

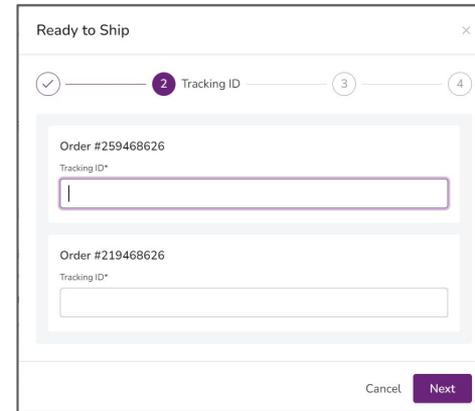
## Set to Ready to Ship

- **Step 4:** From the modal window, select the shipment provider. Any action from the modal window applies to all items within 1 package.



The screenshot shows a modal window titled "Ready to Ship" with a close button (X) in the top right corner. At the top, there is a progress indicator with four steps: 1 (Delivering, highlighted with a purple circle), 2, 3, and 4. Below the progress indicator is a form area with the text "Please select a delivery provider\*" and a dropdown menu with "Please select" and a downward arrow. At the bottom right of the modal, there are two buttons: "Cancel" and "Next" (highlighted in purple).

- **Step 5:** Add the tracking information for the order. However, this step might be skipped, if a 3rd-party integration for the selected shipment provider is configured in the admin menu (**Admin > Settings > Settings > Shipment Provider**)



The screenshot shows the same "Ready to Ship" modal window, but now Step 2 (Tracking ID) is highlighted with a purple circle. The progress indicator shows Step 1 with a checkmark and Step 2 with a purple circle. The form area contains two sections, each for an order. The first section is for "Order #259468626" and has a "Tracking ID\*" label and an empty input field. The second section is for "Order #219468626" and also has a "Tracking ID\*" label and an empty input field. At the bottom right, there are "Cancel" and "Next" (highlighted in purple) buttons.

# Processing Orders - Multi

## Set to Ready to Ship

- **Step 6:** Add the invoice number for the order. The value might be pre-generated depending on seller configuration (*under [red] Settings > Document templates > Invoices*). Depending on the shipment provider setting, this step might be skipped.

Ready to Ship

✓ — ✓ — 3 Invoice Number — 4

Order #259468626  
Invoice Number\*

Order #219468626  
Invoice Number\*

Cancel Next



It is possible to jump / access previous steps by clicking on any of the ticks (✓)



Once the orders pushed to Ready to Ship, system will trigger 3PL to come and pick up the parcels during working hours.

- **Step 7:** Click on confirm to verify everything. A success message will appear on the top right.

Ready to Ship

✓ — ✓ — ✓ — 4 Confirmation

Order No.	Invoice No.	Items	Shipment	Tracking ID
232145793	1458	1/1	DHL	245453213213254

Cancel Confirm

DRICOPER DENIM

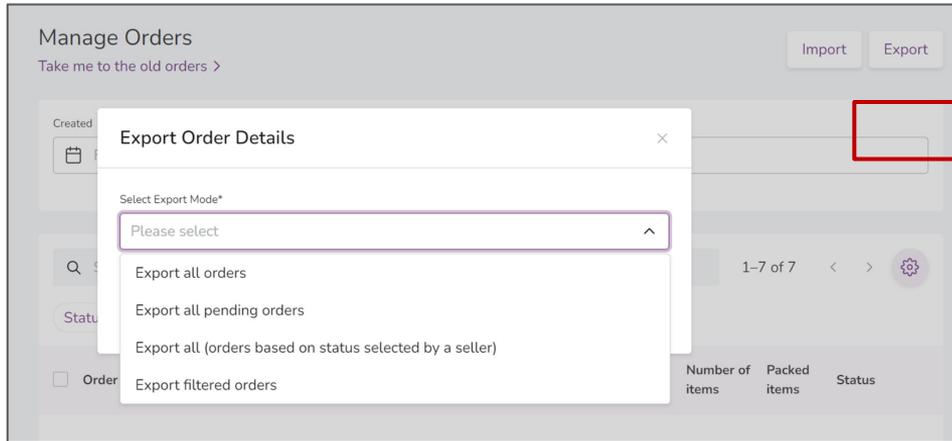
Success Message

Order status has been changed

# Processing Orders - Multi

## Printing / Exports

- Click on export at the top right corner to open a modal window to extract files including
  - Pending orders
  - All orders
  - Filtered status (current view)
  - Filtered view



# Processing Orders - Multi

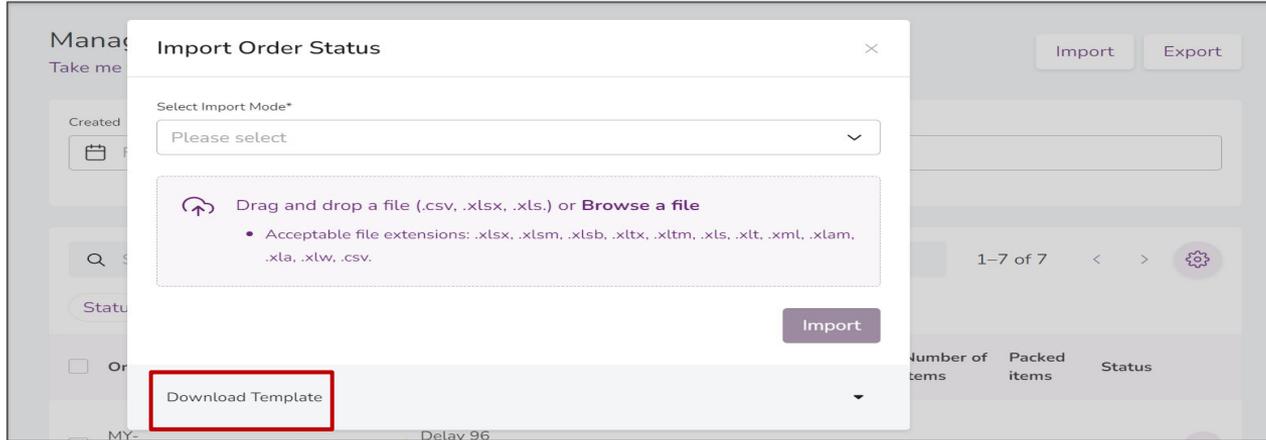
## Imports

- Click on import at the top right corner and it will pop out the import orders window. You may import orders that you wish to update status via excel or csv



**Fulfill all customer orders within 2 working days after order creation date**

**Sellers are required to print invoices and AWB before updating to “Ready to Ship”. Please refer to [workflow](#).**



- You may download template to have the correct file structure

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**Processing Orders  
- Item Level**



# Processing Orders - Item Level

## Set to Ready to Ship

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



- Step 3:** Expand the orders, tick on any item which wants to be processed first. Click on 'Go' to print the multiple documents before **“Ready to Ship”**

- Step 2:** Filter by **“Pending”** status to view all current pending orders and sort order date in ascending order.



Fulfill all customer orders within 2 working days after order creation date



Sellers are required to print invoices and AWB before updating to **“Ready to Ship”**.

<input type="checkbox"/>	Order number	Order date	Promised shipping time	Payment method	Price	Number of items	Packed items	Shipment providers	Status
<input type="checkbox"/>	<a href="#">PH-297562982</a>	17 June 2025 12:48 pm	Delay 10 days	Credit Card (Adyen_CreditCard)	PHP 4,900.00	1	0		Pending
<input type="checkbox"/>	<a href="#">MY-224575626</a>	30 Apr 2025 4:56 pm	Delay 58 days	COD (CashOnDelivery)	MYR 616.00	1	0	Ninjavan MY MP	Pending
<input type="checkbox"/>	<a href="#">PH-255634982</a>	14 Feb 2025 3:12 pm	Delay 133 days	Credit Card (Adyen_CreditCard)	PHP 2,138.00	1	1	DHL	...

# Processing Orders - Item Level

## Set to Ready to Ship

- Step 4:** Add the invoice number for the order. The value might be pre-generated depending on seller configuration (*under [red] Settings > Document templates > Invoices*). Depending on the shipment provider setting, this step might be skipped.



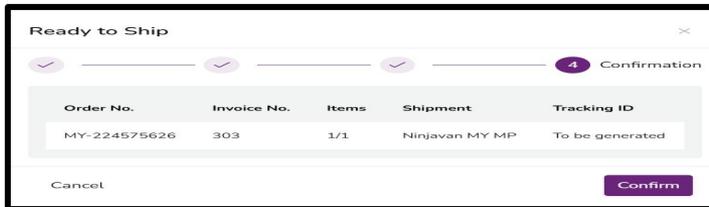
Print Documents

Please choose type of document you would like to print.

- Select all printable documents
- Stock checklist
- Picking list
- Invoice
- Shipping label
- Export invoice

Cancel Review Export

- Step 5:** Add the tracking information for the order. However, this step might be skipped, if a 3rd-party integration for the selected shipment provider is configured in the admin menu (*Admin > Settings > Settings > Shipment Provider*)



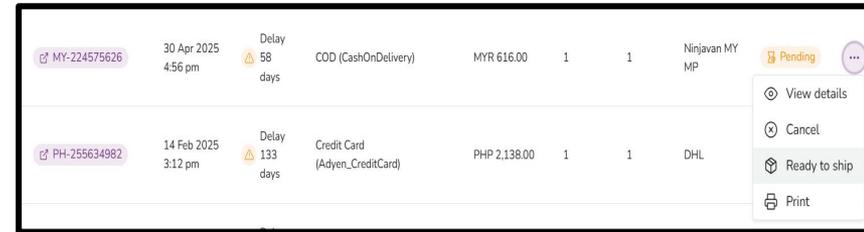
Ready to Ship

Confirmation

Order No.	Invoice No.	Items	Shipment	Tracking ID
MY-224575626	303	1/1	Ninjavaan MY MP	To be generated

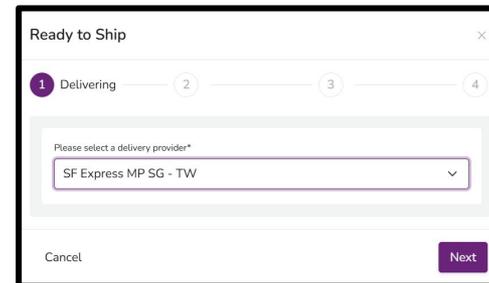
Cancel Confirm

- Step 6:** Click on 'Ready to ship' to push order to ready to ship status on the top right.



MY-224575626	30 Apr 2025 4:56 pm	Delay 58 days	COD (CashOnDelivery)	MYR 616.00	1	1	Ninjavaan MY MP	Pending	View details Cancel Ready to ship Print
PH-255634982	14 Feb 2025 3:12 pm	Delay 133 days	Credit Card (Adyen_CreditCard)	PHP 2,138.00	1	1	DHL		

- Step 7:** Select shipment provider from dropdown and click on 'Create Package & Next'.



Ready to Ship

Delivering

Please select a delivery provider\*

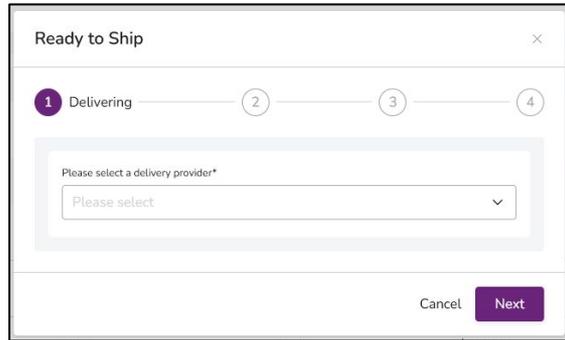
SF Express MP SG - TW

Cancel Next

# Processing Orders - Item Level

## Set to Ready to Ship

- **Step 8:** Click on 'Ready to ship' to verify everything. A success message will appear on top to indicate shipment provider is successfully saved for this package.



Ready to Ship

1 Delivering — 2 — 3 — 4

Please select a delivery provider\*

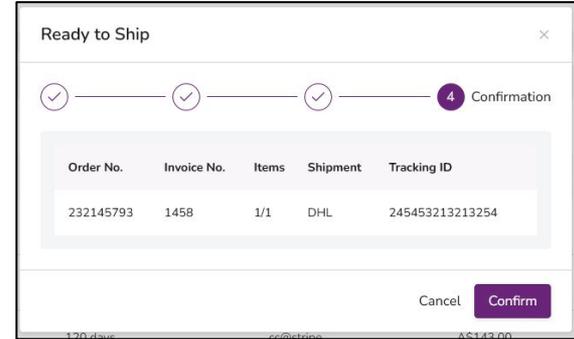
Please select

Cancel Next



Once the orders pushed to Ready to Ship, system will trigger 3PL to come and pick up the parcels during working hours.

- **Step 9:** A success message will appear on the top right. Order status changed to 'Ready to Ship'.

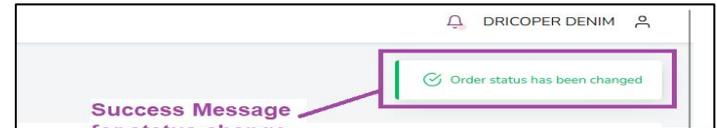


Ready to Ship

1 — 2 — 3 — 4 Confirmation

Order No.	Invoice No.	Items	Shipment	Tracking ID
232145793	1458	1/1	DHL	245453213213254

Cancel Confirm



# Documents to be included in the Order upon Delivery



## 1. Invoice

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



## 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.



Sellers are responsible to pack all orders safely to ensure product and service quality and to avoid any loss or damage upon delivery, especially for high-risk products i.e beauty category.

## 3. Ordered Product(s)

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

## 4. Packaging

Use your own packaging material.



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