Order Management

ZALORA

AUGUST 2026

Tips for Processing Orders

INVENTORY MANAGEMENT

- Update inventory regularly in Seller Center to avoid mismatch between system and warehouse stock.
- Allocate sufficient stock to prevent out of stock situations, especially if selling on multiple platforms.
  ⚠️ Out-of-stock cancellations incur **Additional Fees**.
- Update inventory in Seller Center ≥ **1 week before** any sales period.

ORDER PROCESSING

- Check order backlog in Seller Center **at least twice daily** — more often during campaigns.
- Process orders **first-in, first-out**.
- Verify order status before packing.
  ⚠️ Shipping a cancelled order is considered a **free gift to the customer**.

MANPOWER AND TRAINING

- Scale up manpower **ahead of expected volume spikes** (e.g. campaigns).
- Train new and existing staff to handle large order volumes.

3PL PICKUP

- Update orders to Ready to Ship only when they are **ready for 3PL pick-up.**
- Be at the designated pick-up location for 3PL collection. Use the Seller Account Update Form to change pickup address.
- If 3PL does not collect within **2 business days**, escalate to your Account Manager or via Contact Us Form with Operations/Pick-Up Request as the Contact Reason.
- Notify ZALORA ≥ **14 days ahead** of system changes, warehouse holidays or expected delays.

Seller Handling Time (SHT)

12pm cutoff

Orders created before 12:00 PM:

➔ Ready to Ship within the same business day, 11:59PM.

Orders created at or after 12:00 PM:

➔ Ready to Ship by next business day, 11:59PM.

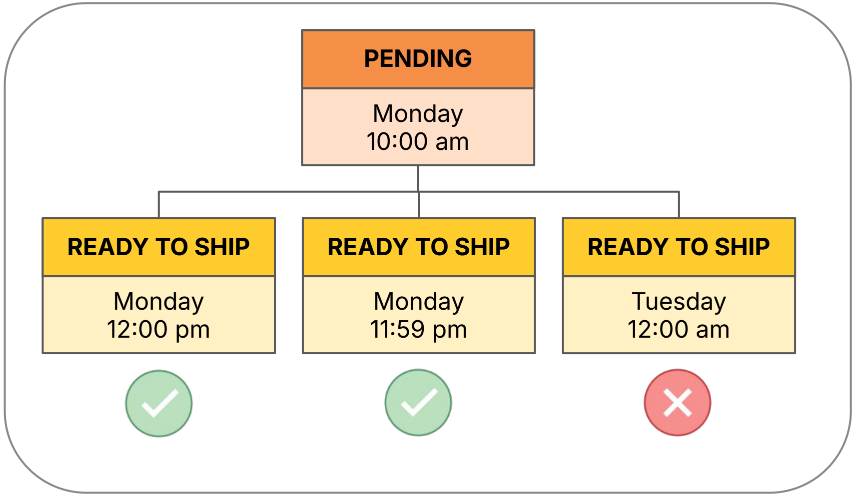
Note: *Public holidays and weekends are excluded for the Seller Handling Time (SHT) calculation.*

- Pack and update orders to Ready to Ship within 1 business day (with 12pm cutoff) of order creation.
- Failure to meet the SHT will result in:
  Delayed Dispatch Fee → Automatic Order Cancellation → Cancellation Fee (per item)
- Customers can cancel any order in Pending status, always check order status in Seller Center first.

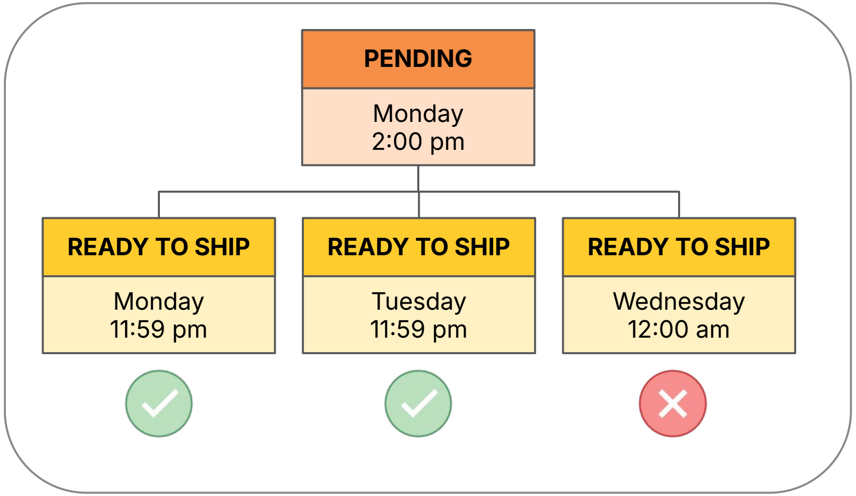
Note: *If you ship a canceled order, unfortunately, this will be considered a free gift to the customer.*

Seller Handling Time Example (I)

Order received before 12pm
(00:00 to 11:59 / 12am to 11:59am)



Order received on or after 12pm
(12:00 to 23:59 / 12pm to 11:59pm)

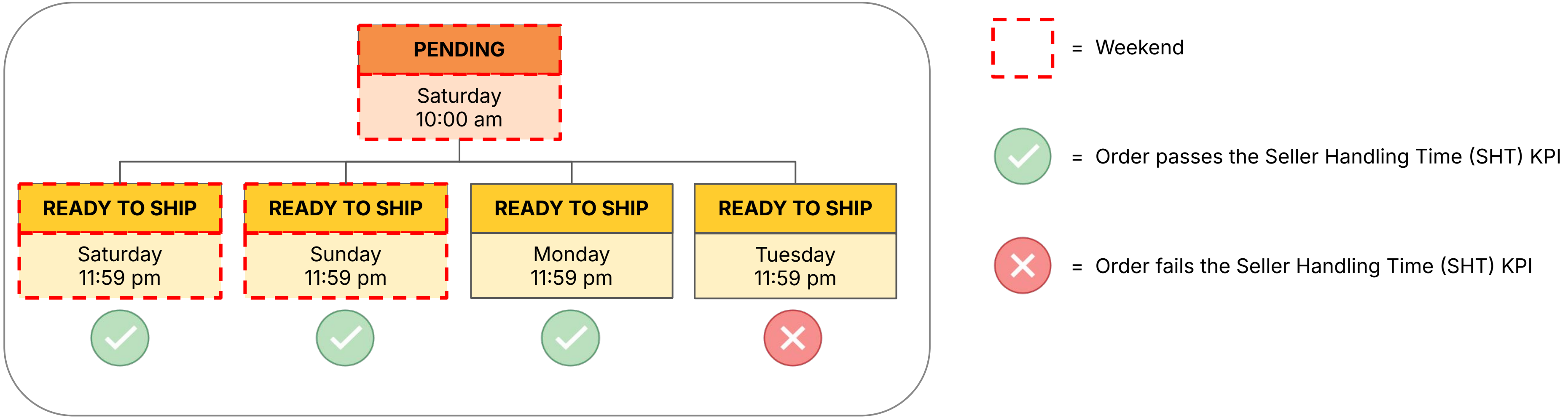


✓ = Order passes the Seller Handling Time (SHT) KPI

✗ = Order fails the Seller Handling Time (SHT) KPI

Seller Handling Time Example (II)

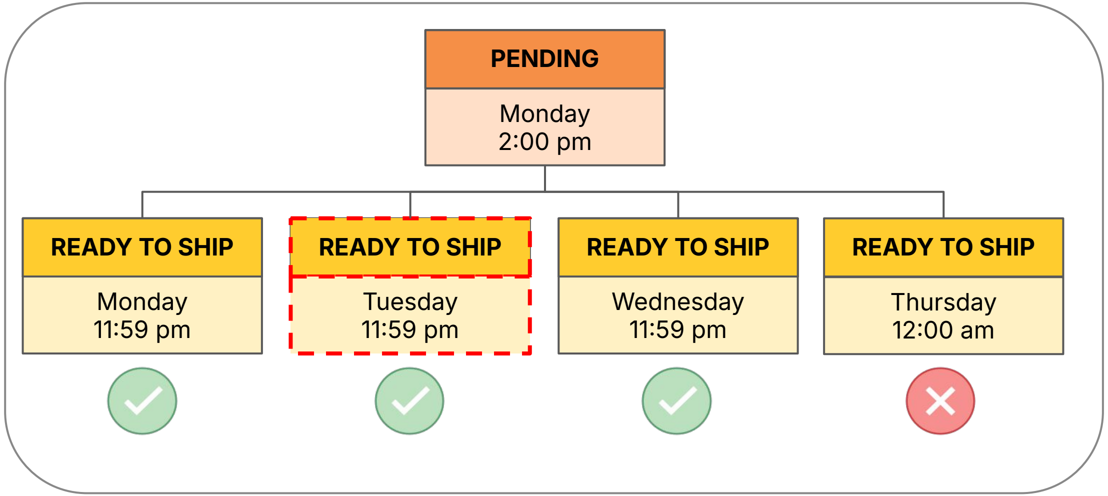
Order received on a public holiday/weekend



Note: Public holidays and weekends are excluded for the Seller Handling Time (SHT) calculation.

Seller Handling Time Example (III)

Order received on a working day on or after 12pm and next day is a public holiday/weekend



= Public holiday

= Order passes the Seller Handling Time (SHT) KPI

= Order fails the Seller Handling Time (SHT) KPI

Note: Public holidays and weekends are excluded for the Seller Handling Time (SHT) calculation.

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.

Pending → Ready to Ship

Day 0 — Order Creation / Pending

Day 1

Day 2 — Delay Dispatch Fee

Day 3 — Order cancellation + Cancellation Fee

Ready to Ship → Shipped

Day 0 — **Ready to Ship**

Only update orders Ready to Ship when they are ready for 3PL pick-up.
Otherwise, Failed Pick-Up Fee will be charged for each pick-up attempt.

Day 1

Day 2 — **3PL should attempt pick-up within 2 business days.**

Escalate to your Account Manager or via Contact Us Form with Operations/Pick-Up Request as the Contact Reason immediately.

Day 3

Day 4

Day 5 — Order cancellation + Cancellation Fee

Note: Days refer to Business Day with 12pm cutoff.

Lead Time Extension

- Sellers facing issues in order processing can request for lead time extension via Account Manager or Contact Us Form with Operations/Order Processing as the Contact Reason.
- Applies to orders in Pending or Ready to Ship status.
- For existing orders, provide impacted order number(s), customer name and phone number. The affected customers will be notified of the delay.

Note: *Orders still unfulfilled within the extended time will be cancelled, with a cancellation fee per item.*

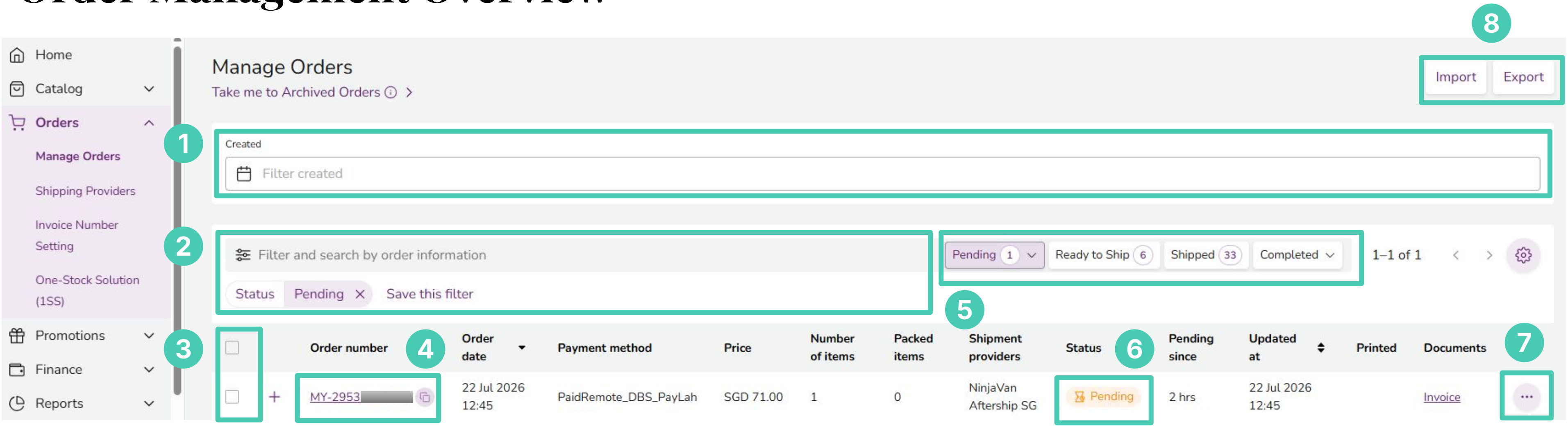
LEAD TIME EXTENSION OPTIONS

- **Option A: + 1 day**
- **Option B: +2 days**
- ***Option C: +4 days**

*Only applicable for selected extension reasons:

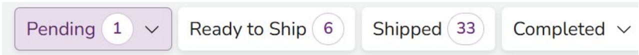
★ System Issue
★ Holiday
★ Stock Take
★ Campaign
★ External Disruption

Order Management Overview

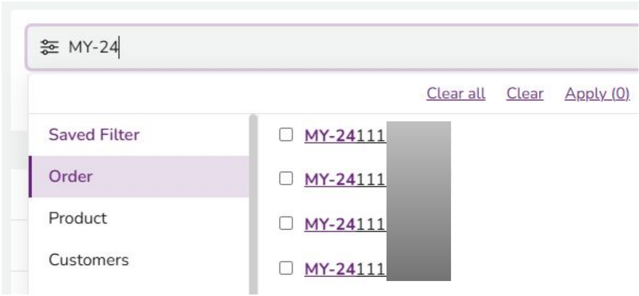


1. Filter for orders based on their creation date
2. Filter for order details (E.g. Order Number, Payment Method, Shipment Type)
3. Select boxes for bulk/mass actions on selected orders
4. Clicking on Order Number → Order details page
   Clicking on → Copy Order Number to clipboard
5. Quick filter for order status
6. Display of the order status at order level
7. Order actions (View details, change status to Ready To Ship, Cancel order, Print documents)
8. Import/Export functionality of order level data

Filters

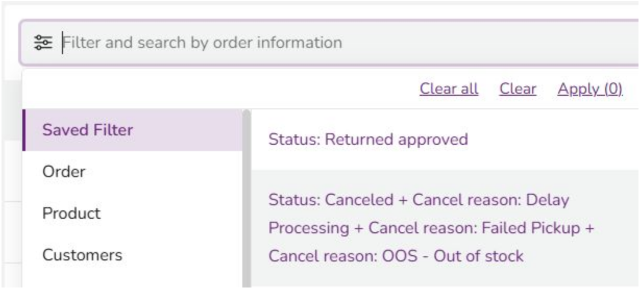


- Only one order status filter may be selected at a time.



- Type a search term (e.g. Order Number) to see matching results.
- Double-click a result to select it or use the select box to choose from multiple matches.
- Click **Apply** to run the search.

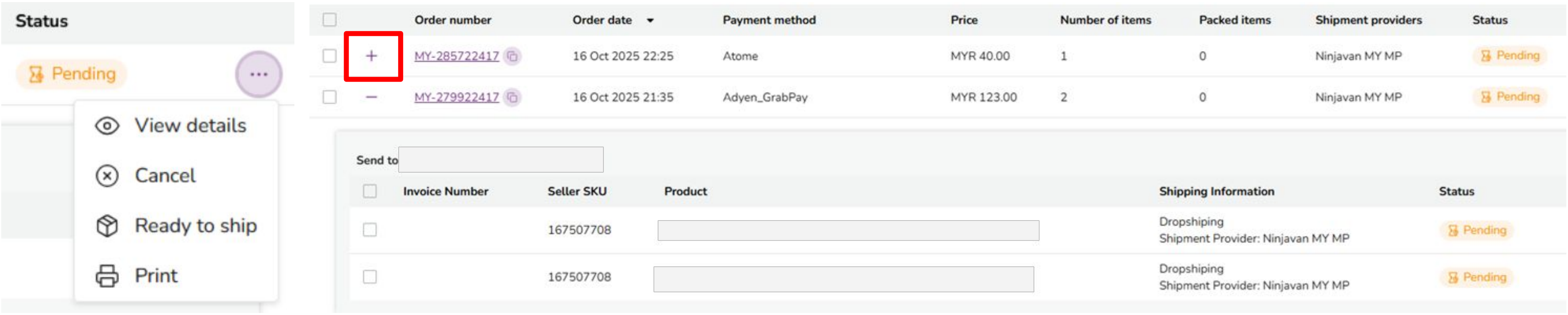
⚠️ ***Note:*** *If an order status filter is selected, only orders matching the active status filter will show.*



- Save frequently used filters — a saved filter appears as the first option when you open the search bar.

⚠️ ***Note:*** *Max 5 saved filters. To add a new one, delete an existing filter first.*

Actions



Available actions depend on the current order (item) status.

- **View details** - review the full order at order item level
- **+ icon** - expand to review item details at a glance
- **Print** - prints order documents and starts processing; items are digitally packed

Allowed order status transitions:

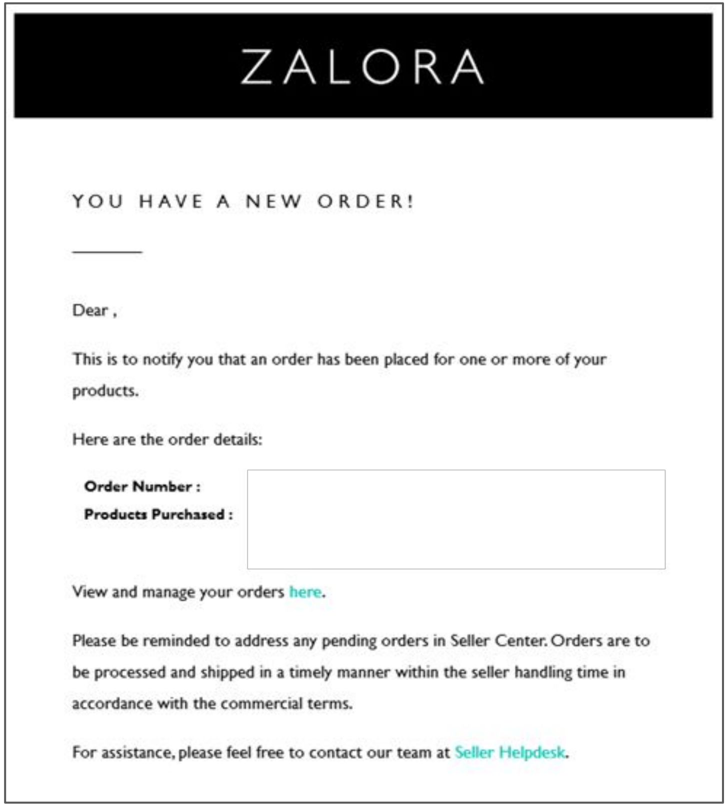
- Pending → Ready to Ship, Cancelled
- Ready to Ship → Shipped, Cancelled
- Shipped → Delivered, Failed Delivery
- Delivery → Returned
- Cancelled → N/A
- Failed Delivery → N/A
- Returned → N/A

Order Processing Flow

Step 1 - 2	Upon receiving an order notification email, log in to Seller Center → Orders → Manage Orders.
Step 3	Print invoice and shipping label accordingly.
Step 4 - 5	Pack order together with the printed invoice, and attach the shipping label on the order package.
Step 6	Update order status to Ready to Ship to automatically schedule parcel(s) pick-up from courier.
Step 7	Print two copies of Carrier Manifest.
Step 8	Ensure the pick-up personnel verifies and compares the quantity of pick-up parcels with the quantity in the Carrier Manifests, and stamps/signs the Carrier Manifests upon verification. Keep one copy as proof of pick-up for at least a quarter (3 months) from pick-up date.

***Note:** Carrier Manifests act as a proof of pick up (Seller's Copy) which is important for investigation purposes should there be any issues with shipped out parcels.*

Order Notification


ZALORA

YOU HAVE A NEW ORDER!

Dear ,

This is to notify you that an order has been placed for one or more of your products.

Here are the order details:

Order Number :
Products Purchased :

View and manage your orders here.

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.

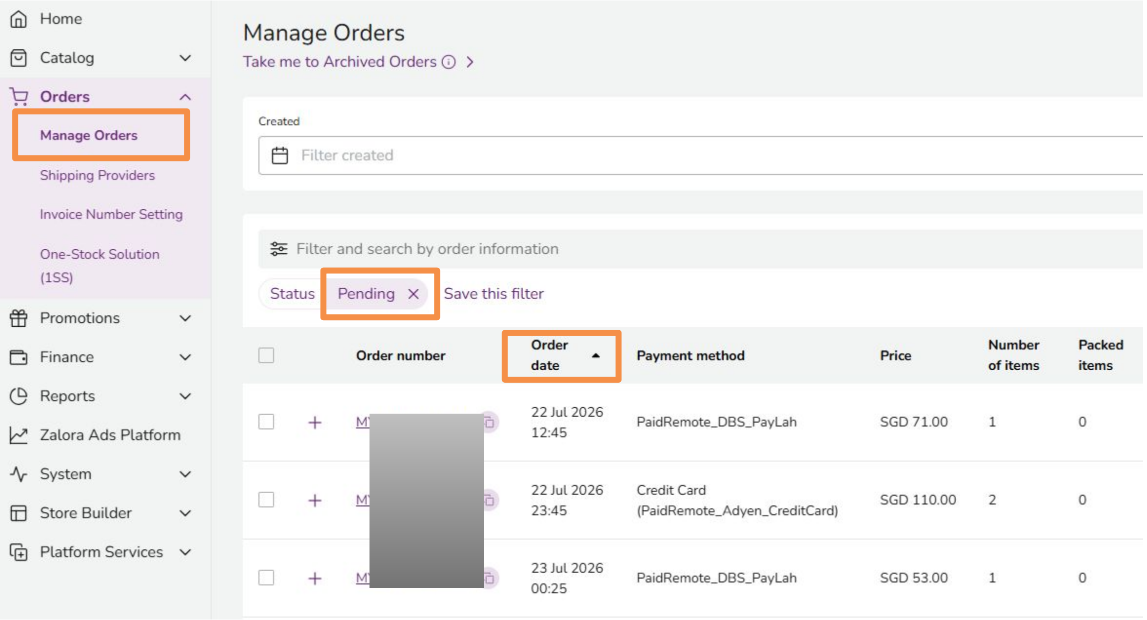
For assistance, please feel free to contact our team at Seller Helpdesk.

- The email address under “Your Profile” in Seller Center and active users will be notified of new orders via an email notification whenever an order is placed.
- The email will include a link to the “Manage Orders” tab in Seller Center.
- Alternatively, stay updated on new orders by logging in to Seller Center daily.

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.*

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

Order Processing



FIFO: First In, First Out
Orders that come in first shall be processed first

Processing older orders first, reduces lead time and the chance of delaying orders.

Steps

1. Orders → Manager Orders → Pending status.
2. Click Order date to sort from oldest to newest.

Ways to process orders in Seller Center

- Via the UI
- File upload
- API integration

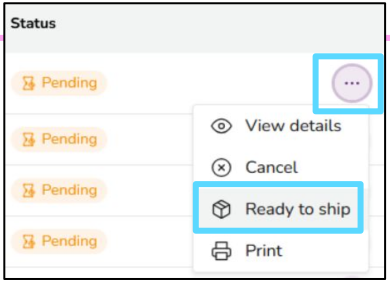
Order Processing - ‘Packed’ sub-status

- A digital sub-status on the way to Ready to Ship.
- Indicates that the order items will be packed together in one package and shipped to the customer together.

⚠ ***Note:*** *Ensure orders are packed before updating to Ready to Ship status.*

Set order status to ‘Packed’

1



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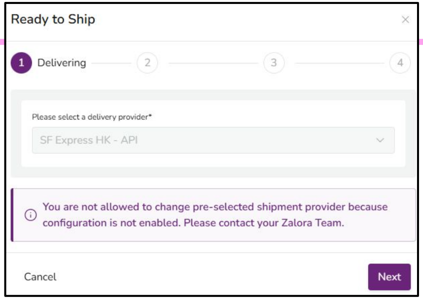
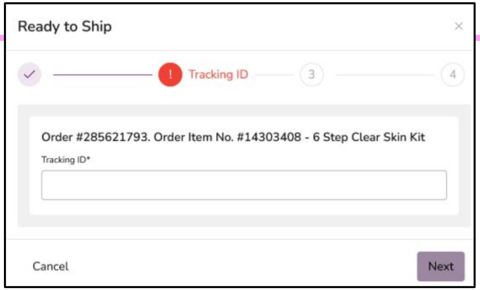


3



Click the "..." icon to the right of an order, then select "Ready to ship".

⚠ **Note:** For multi-item orders, this updates all items and packs them together in one package.

In the modal, select the shipment provider, then click "Next".

⚠ **Note:** The shipment provider may be pre-assigned and locked, depending on configuration.

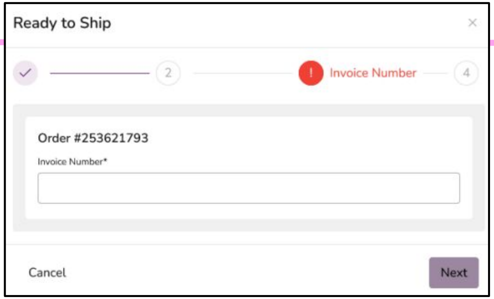
Enter the tracking code, then click "Next".

ℹ **Note:** Skipped automatically if the tracking code is auto-retrieved.

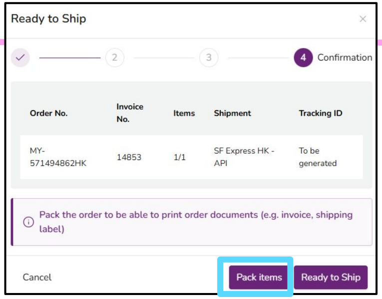
Order Processing - ‘Packed’ sub-status

Set order status to ‘Packed’

4



5



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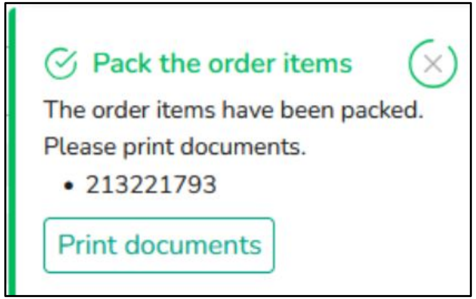


Enter the invoice number (appears on the printed invoice), then click "Next".

Note: Skipped automatically if the invoice number is auto-generated.

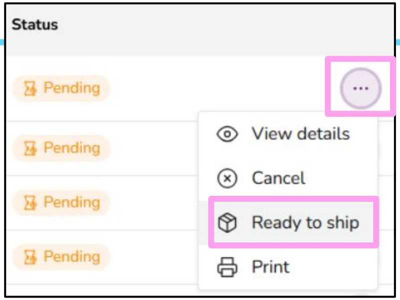
Review the shipment summary, then click "Pack items" to flag the order as "Packed" which creates the package digitally.

The modal closes and a notification appears (top-right) with the option to print the documents.

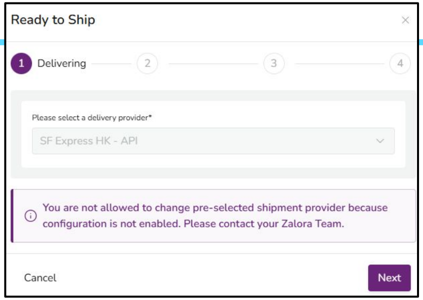
Order Processing - ‘Ready To Ship’ status

Set order status to ‘Ready To Ship’

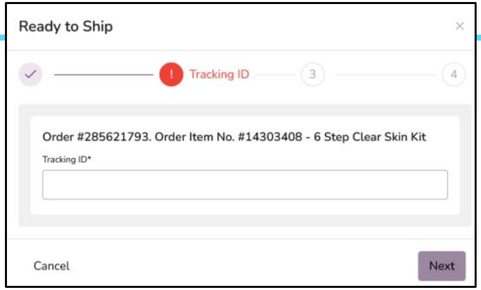
1



2



3



Click the "..." icon to the right of an order, then select "Ready to ship".

⚠ **Note:** For multi-item orders, this updates all items and packs them together in one package.

In the modal, select the shipment provider, then click "Next".

⚠ **Note:** The shipment provider may be pre-assigned and locked, depending on configuration.

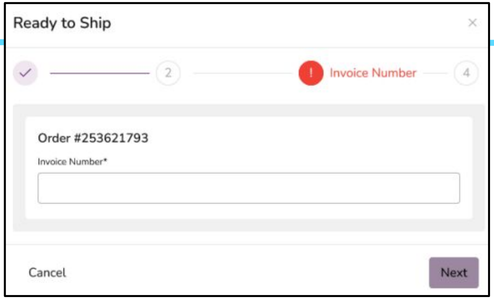
Enter the tracking code, then click "Next".

ℹ **Note:** Skipped automatically if the tracking code is auto-retrieved.

Order Processing - 'Ready To Ship' status

Set order status to 'Ready To Ship'

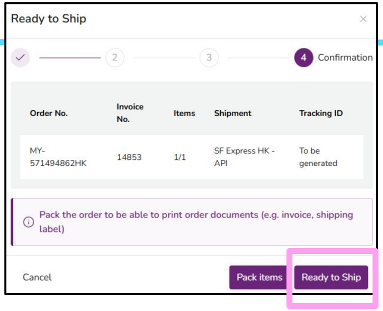
4



Enter the invoice number (appears on the printed invoice), then click "Next".

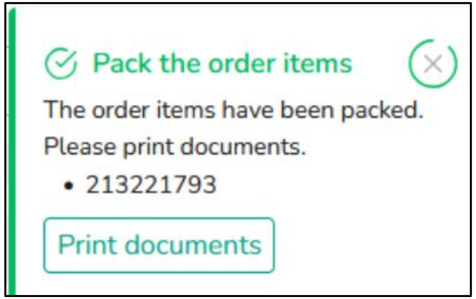
Note: Skipped automatically if the invoice number is auto-generated.

5



Review the shipment summary, then click "Ready to Ship" to create the package digitally and change the status from Pending → Ready to Ship.

6

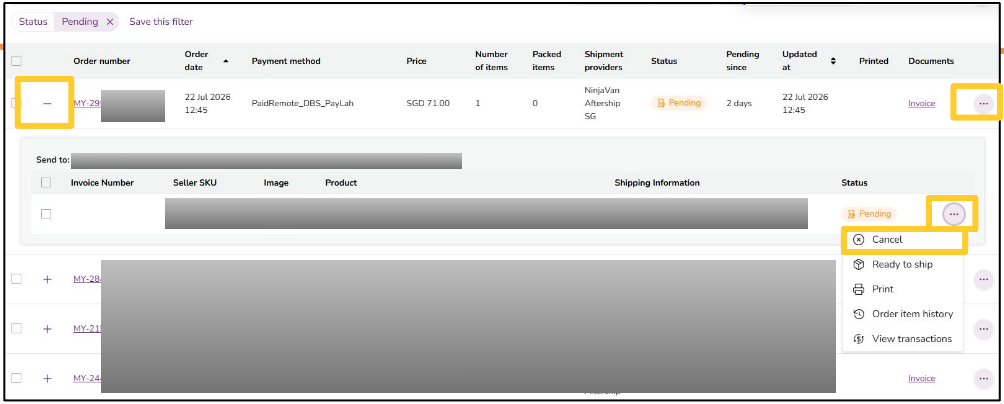


The modal closes and a notification appears (top-right) with the option to print the documents.

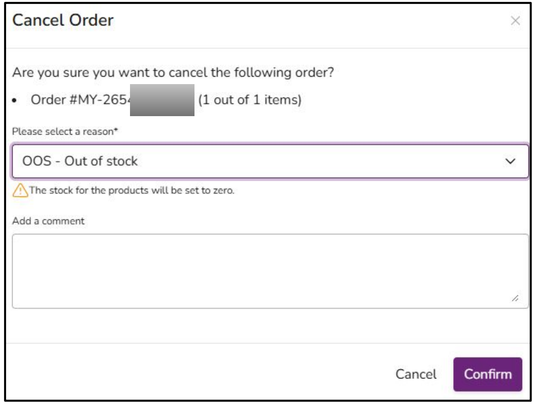
Order Processing – ‘Cancelled’ status

Set order status to ‘Cancelled’

1



2



Click the "..." icon to the right of an order, then select "Cancel".

⚠ **Note:** For multi-item orders, this cancels all items in the order.

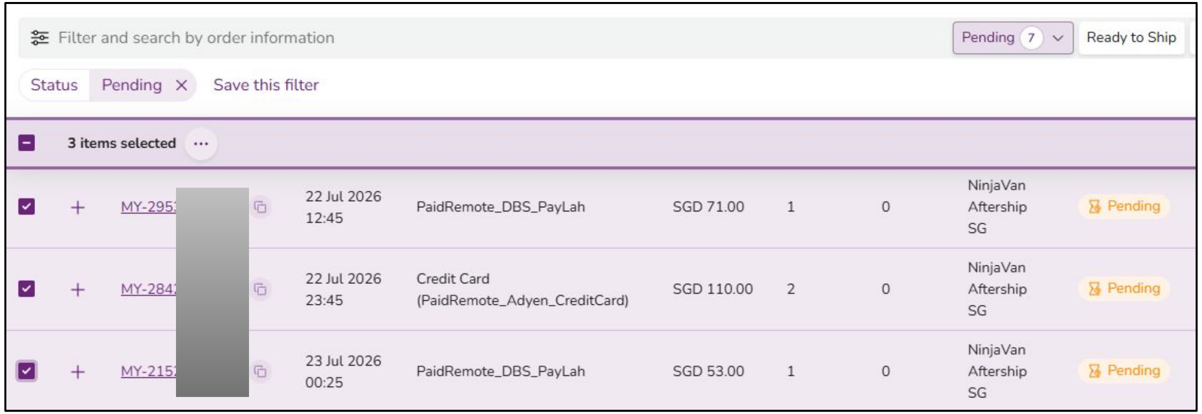
ℹ **Note:** To cancel only selected item(s), click the “+” icon to expand the order, then the "..." icon on the same row as the Seller SKU, then click "Cancel".

In the modal, select a cancellation reason, then click "Confirm" to update the status.

⚠ **Note:** Cancelling with "OOS – Out of Stock" or "OOS – ZALORA System Issues" sets the product stock to zero.

Bulk Order Processing

Via the UI

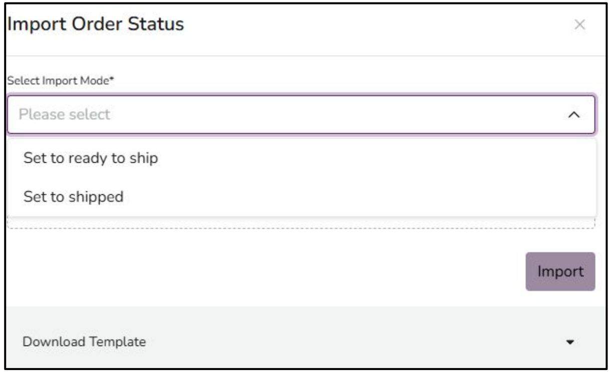


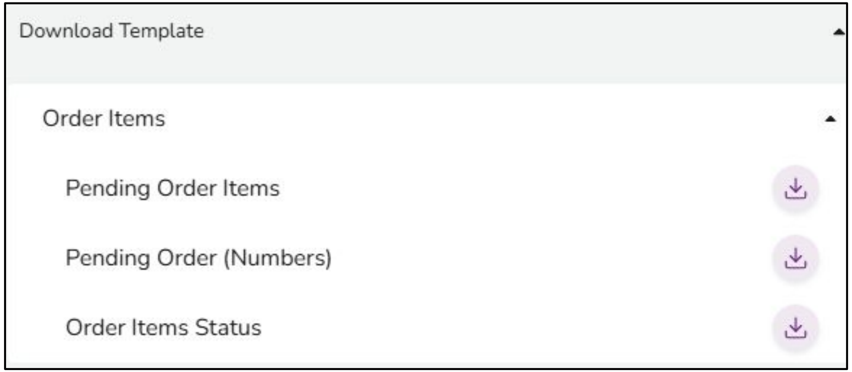
- Use the select boxes on the left of each row to choose orders.
- If selected orders share the same status, you can process them all to a new status or use the relevant printing options.
- Click the "..." icon in the header row to see available actions.

Note: Available actions depend on the orders selected.

Bulk Order Processing

Via file upload





- Click "Import" (top-right) to open the modal, then select an import mode and your prepared file.
    - Import modes: a) Set to ready to ship b) Set to shipped
- If file is not prepared yet, expand "Download Template" to get an example.

Templates

- Pending Order Items
- Pending Order (Numbers) — same behaviour, but only the order number is required
- Order Items Status — update to any available status

Bulk Order Processing

Via file upload - Templates

1 Pending Order Items template

	A	B	C	D
1	Order Item Ids	Delivery Type	Shipping Provider	Tracking Code
2	345678	Dropship	Shipment Provider	888777666555444333
3	6655442	Pickup		
4	125442	Send to Warehouse		

A	B	C	D
Order Item Ids	Delivery Type	Shipping Provider	Tracking Code
10858,10859,10860	Dropship	Kerry Logistics (TW-TW route)	365222

One order item ID per line → creates a separate package for each item.

Note: To pack multiple items from the same order into one package, list all their IDs in a single cell, comma-separated.

2 Pending Order (Numbers) template

	A	B	C	D
1	Order Number	Delivery Type	Shipping Provi	Tracking Code
2	39790372	Dropship	Shipment Prov	FEDEX-1001000
3	20992605	Pickup		
4	21253454	Send To Warehouse		
5				

Use only the order number — do not list each item ID.

All order items under that order will update status accordingly (where applicable).

3 Order Items Status template

Order Item Ids
345678
6655442

Lists order items for subsequent status changes.

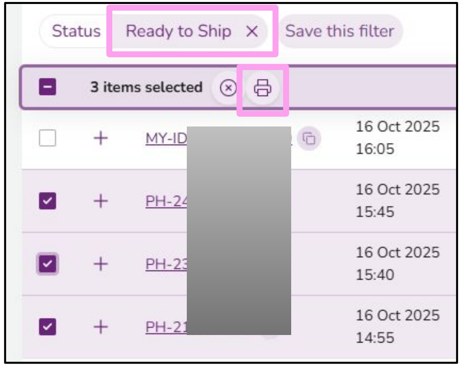
Note: If an item is part of a package, include just one item ID — all items in the same package update automatically.

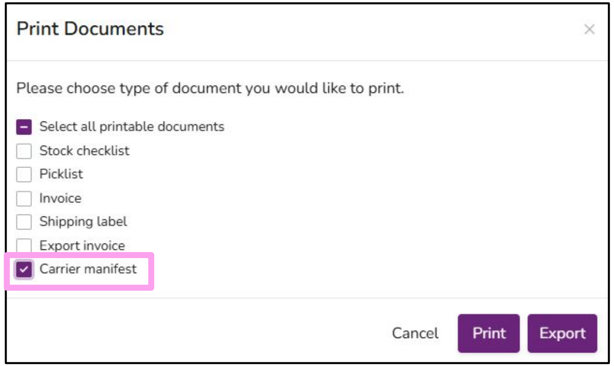
Manifest

- A manifest is a document and process which is used to group multiple orders together.
- It is to be used when multiple orders need to be transported to the same location before further distribution.

⚠️ ***Note:*** *A manifest can only be created if the orders are in Ready to Ship status.*

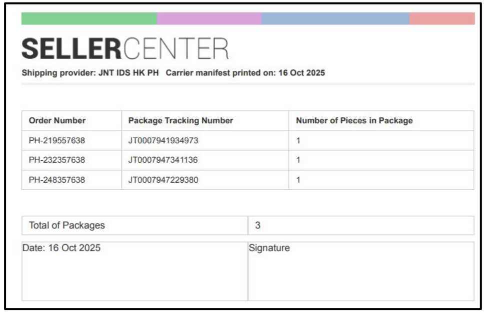
How to create a Manifest





1. On the Order Overview page, apply the "Ready to Ship" quick filter.
2. Select the orders to be shipped out together.
3. Click the "Print" icon, select "Carrier Manifest", then click "Print" or "Export".

Sample Manifest



SELLERCENTER

Shipping provider: JNT IDS HK PH Carrier manifest printed on: 16 Oct 2025

Order Number	Package Tracking Number	Number of Pieces in Package
PH-219557638	JT0007941934973	1
PH-232357638	JT0007947341136	1
PH-248357638	JT0007947229380	1

Total of Packages	3
Date: 16 Oct 2025	Signature

- Acts as proof of pick-up (Seller's Copy) — important for investigating any issues with shipped parcels.
- Print 2 copies.
- Ensure pick-up personnel verify the parcel quantity against the manifest, then stamp/sign it upon collection.
- Keep 1 signed copy as proof of pick-up for at least one quarter (3 months) from the pick-up date.

What to Include in Every Parcel

INVOICE

Print from Seller Center and include inside the parcel with the product(s).

ORDERED PRODUCT

Double-check SKU, colour, size, and quality to minimise returns.

SHIPPING LABEL

Print from Seller Center in A4-size paper and insert in a clear pouch/envelope on the sealed parcel.

PACKAGING

Use your own packaging material.

Sellers are responsible for packing all orders safely to protect product and service quality and avoid loss or damage in transit — especially high-risk items (e.g. beauty).

Do's and Don'ts

Situation	Do	Don't
TN # not generated	Escalate immediately via the Contact Us Form with Operations/Order Processing as the Contact Reason.	Manually input the TN #. Risks: cancellation, no tracking, COD & liability issues.
Same customer, multiple orders	1 order = 1 flyer = 1 AWB/TN.	Pack multiple orders into one parcel. 3PL scans only one TN # → payment/COD issues.
One order, multiple items	Process at order level, not item level.	Process items separately. Splits COD across multiple TNs → status/payment issues.

Marketplace Framework Agreement - Customer Communication

⚠️ **Do not communicate directly with customers.** Route all customer-related concerns through ZALORA via the Contact Us Form *(Marketplace Framework Agreement, Section 13.1).*

⚠️ **Do not contact customers to redirect purchases to other platforms.** *(Marketplace Framework Agreement, Section 13.2).*

Note: *Section reference may vary in previous versions of the Marketplace Framework Agreement, kindly refer to the 'Customer Service' section.*

Benefits of contacting ZALORA about customer concerns

DATA SECURITY

Protects customer and seller data.

FASTER RESOLUTION

ZALORA can resolve disputes better with full access to customer–seller information.

RECORD-KEEPING

Keeps a record of all customer correspondence — no need to track personal/business emails.

CONSOLIDATION

All communications in one location, instead of scattered across different phone numbers and emails.

ZALORA

MP Ops Team

If you have any questions, reach out via the Contact Us Form.