ZALORA

Fulfilled By Seller (FBS): Managing Own Delivery

Dec 2025

Managing Own Delivery

- Please refer to **Seller Academy -> Get Started -> Order Management -> Managing Your Orders -> Managing Your Orders** for the General Order Processing Flow up to Ready to Ship status

- For Fulfilled By Seller (FBS), sellers are responsible for updating orders to Shipped status.

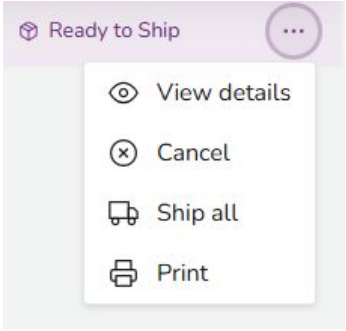
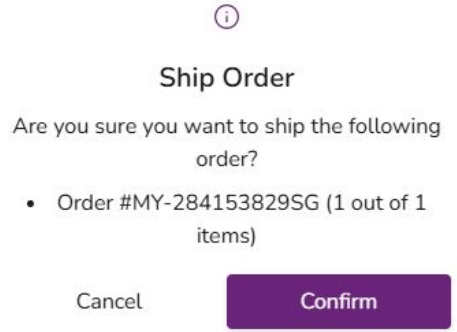
Notes:

- Update orders to Shipped status **AFTER** tracking number is reflected as collected/handed over/shipped on 3PL's tracker

- DO NOT update when tracking number is still reflecting as shipment data received/order created/pending shipment

Managing Own Delivery

Set status to Shipped

Action	Image
Click on the "..." icon on the right of an order.	
Click on “Ship all” and a modal window opens, where clicking “Confirm” changes the status to “Shipped”.	

Managing Own Delivery

Set status to Delivered

- For orders that are shipped via **3PL integrated with Aftership**, orders will be **automatically updated** to Delivered once parcels successfully delivered to customers.

- However, if there are any issues with status syncing, please escalate via Contact Us Form with "Operations/Order Status Dispute - Sync Issue" as the Contact Reason.

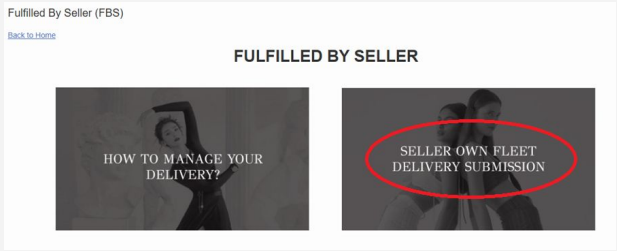
Managing Own Delivery

Set status to Delivered

- For orders that are shipped via **3PL not integrated with Aftership,** follow the steps below once parcels successfully delivered to customers:

1. Go to **Seller Academy -> Order Fulfillment -> Fulfilment By Seller (FBS) -> Seller Own Fleet Delivery Submission**

2. Submit the form according to the instructions



IMPORTANT!

1. **Ensure the tracking numbers match those in the Seller Center**
2. **Ensure Delivered Date is in YYYY-MM-DDHH:MM:SS format**

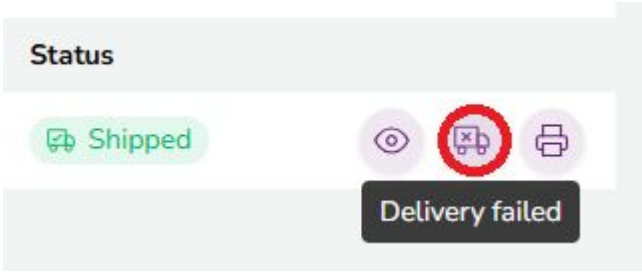
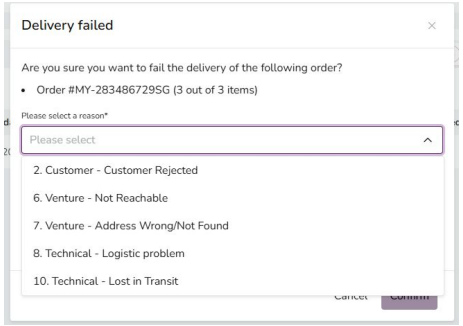
Failure to follow the requirements would result in status not being updated to Delivered due to wrong information submitted -> delay in payout.

In the event of customer disputes of non-receipt with no proof provided by seller, cancellation fee will be charged and the customer will be refunded at seller's cost.

Managing Own Delivery

In the event orders are not delivered to customers successfully, sellers are responsible for updating orders to “Delivered Failed”.

Set status to Delivery Failed

Action	Image
Click on the "Delivery Failed" icon on the right of an order.	
A modal window opens, where the reason needs to be selected. Click on “Confirm” changes the status to “Delivery Failed”.	

ZALORA