

ZALORA

**Fulfilled By Seller  
(FBS): Managing Own  
Delivery**

Dec 2025



## Managing Own Delivery

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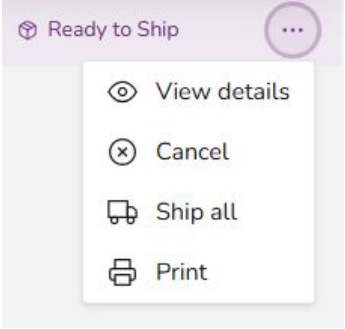
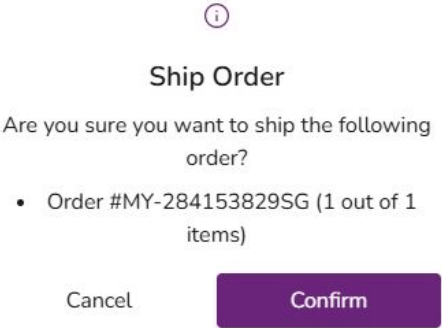
- Please refer to **Seller Academy -> Get Started -> Order Management -> Managing Your Orders -> Managing Your Orders** for the General Order Processing Flow up to Ready to Ship status
- For Fulfilled By Seller (FBS), sellers are responsible for updating orders to Shipped status.

### **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.	 A screenshot of a user interface element. At the top, there is a purple bar with the text 'Ready to Ship' and a small icon of a box. To the right of this bar is a circular button with three dots. A dropdown menu is open below the three dots, containing four options: 'View details' (with an eye icon), 'Cancel' (with an 'x' icon), 'Ship all' (with a truck icon), and 'Print' (with a printer icon).
Click on "Ship all" and a modal window opens, where clicking "Confirm" changes the status to "Shipped".	 A screenshot of a modal window titled 'Ship Order'. At the top, there is an information icon (i). Below the title, the text reads 'Are you sure you want to ship the following order?'. Underneath, there is a list item: 'Order #MY-284153829SG (1 out of 1 items)'. At the bottom, there are two buttons: 'Cancel' and 'Confirm' (which is highlighted in purple).

## Managing Own Delivery

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### 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:

- Go to **Seller Academy -> Order Fulfillment -> Fulfilment By Seller (FBS) -> Seller Own Fleet Delivery Submission**
- Submit the form according to the instructions

### IMPORTANT!

- Ensure the tracking numbers match those in the Seller Center**
- 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.

Fulfilled By Seller (FBS)

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FULFILLED BY SELLER

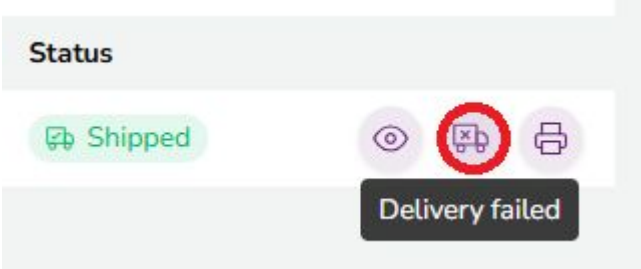
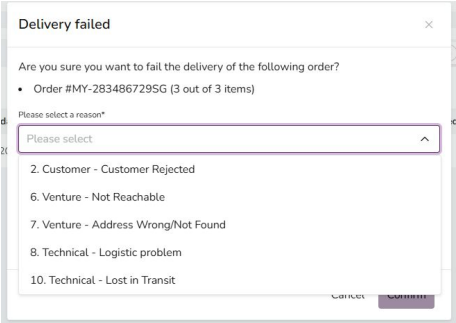
HOW TO MANAGE YOUR  
DELIVERY?

SELLER OWN FLEET  
DELIVERY SUBMISSION

# 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 screenshot of a user interface showing a 'Status' section. On the left, there is a green pill-shaped button with a truck icon and the text 'Shipped'. On the right, there are three circular icons: an eye, a truck with a red 'X' (highlighted with a red circle), and a printer. Below these icons is a dark grey button with the text 'Delivery failed'.
A modal window opens, where the reason needs to be selected. Click on “Confirm” changes the status to “Delivery Failed”.	 A screenshot of a modal window titled 'Delivery failed'. It contains the text 'Are you sure you want to fail the delivery of the following order?' followed by a list item 'Order #MY-2834867295G (3 out of 3 items)'. Below this is a section 'Please select a reason*' with a dropdown menu showing 'Please select'. A list of reasons is displayed below the dropdown: '2. Customer - Customer Rejected', '6. Venture - Not Reachable', '7. Venture - Address Wrong/Not Found', '8. Technical - Logistic problem', and '10. Technical - Lost in Transit'. At the bottom right, there are buttons for 'Cancel' and 'Confirm'.

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