

ORDER MANAGEMENT

PENDING ORDER

How can I check the pending and cancelled orders?

- 1.) Pending Orders: Login Seller Center -> Manage Orders -> Pending
- 2.) Cancelled Orders: Login Seller Center -> Manage Orders -> Completed -> Cancelled

How to handle duplicate orders?

Please submit ticket to [Seller Helpdesk](#).

How come I can't push the order to ready to ship?

Due to system error -- please hold the order and send your inquiry to [Seller Helpdesk](#) at "Operations: Order Processing - Status". Kindly attach a screenshot of the error message you received (if any) for faster escalation process.

How come I can't print the 3PL Air WayBill and ZALORA Invoice?

- 1.) Make sure printer setting is correct and thermal sticker size is A6.
- 2.) Due to system error -- please hold the order and send your inquiry to [Seller Helpdesk](#) at "Operations: Order Processing - Status". Kindly attach a screenshot of the error message you received (if any) for faster escalation process.

Can I contact customers directly?

Sellers are advised not to communicate directly with the customers. Customer concerns should be coursed through ZALORA, pursuant to Section 12.1 of the Seller's Agreement. Please raise all your questions via the [Seller Helpdesk](#).

What is the maximum amount of COD?

Php 50,000.00.

Can I use other 3PL AirWay Bill to send parcels to customers?

You are only allowed to use the ZALORA 3PL AirWay Bill. Orders will be rejected by ZALORA 3PL. This is an exemption for Fulfilled by Seller (FBS) arrangement.

Can I proceed in processing the order if the customer address is a shopping mall or hotel?

Yes, you may proceed with the order as long as the address is complete.

How can I check the customer payment method?

Login Seller Center -> Manage Orders -> Pending -> Payment Method

What are wallet credits?

Wallet credit is a digital fund stored in their ZALORA account. Statement of Account will reflect publish price.

Should I process an order that the payment method is "No Payment"?

Yes. NO PAYMENT> simply means that the customer used wallet credits or ZALORA vouchers to purchase your item. Statement of Account will reflect publish price.

How can I cancel on a per item level?

For 'Pending' status partial cancellation, please note that for COD orders, partial cancellation may trigger discrepancy in the total amount. 1.) Click the plus sign (+) on the left side of the order number. 2.) Cancel the out of stock item/s. 3.) Once done cancellation, click the Ready to Ship button. 4.) For any discrepancy in the total amount, please reach out to [Seller Helpdesk](#).

For 'Ready to Ship' status partial cancellation:
Item can no longer be cancelled.
Note that penalties will be applied.

PICK UP

How long should I wait for the orders to be picked up by 3PL?

Please make sure the order is in "Ready for Pick Up" status. You can expect the 3PL to pick up within 2 business days.

Why is the status of my order still in "Ready To Ship" after 3PL pick up?

If it is beyond the delivery lead time, please submit ticket to [Seller Helpdesk](#).

Can I request for a 3PL pick up time?

3PL pick up time is standard at 9:00am to 4:00pm.

RETURNS

What to do if I received a damage returned order?

Please submit a ticket to [Seller Helpdesk](#) or reach out to your account manager for further investigation within 48 hours from the received date. Late reporting may be invalidated.

I received the returned item directly from the customer.

All return items should go through ZALORA. Please submit a ticket to [Seller Helpdesk](#).

I received an email notification on the return order. How can I check the reason for returning?

Login Seller Center -> Manage Orders -> Completed -> Returned -> Click + sign -> Status

What are the non-returnable items?

Beauty products, lingerie, underwear, earrings and swimwear are non-returnable. You may check [Zalora's Non-Returnable Policy](#) for your reference.