

ZALORA

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

Jan 2026



Managing Own Delivery

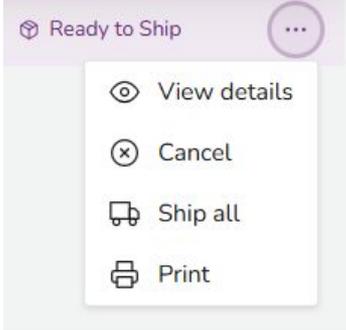
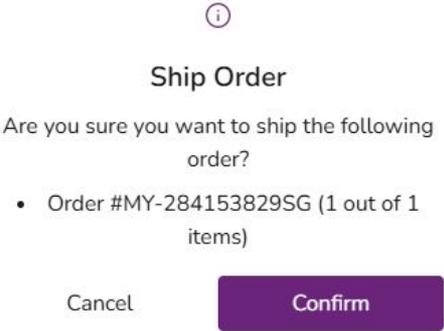
- Please refer to **Seller Academy -> Order Management -> Tips for Processing Orders on ZALORA** for the General Order Processing Flow up to Ready to Ship status
- For Fulfilled By Seller (FBS), sellers are responsible for updating orders to Shipped status.

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

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Set status to Shipped

Action	Image
<p>Click on the "..." icon on the right of an order.</p>	 A screenshot of a user interface element. At the top, there is a purple pill-shaped button with a white truck icon and the text "Ready to Ship". To the right of this button is a circular icon containing three white dots. A white dropdown menu is open below the three-dot icon, listing 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).
<p>Click on "Ship all" and a modal window opens, where clicking "Confirm" changes the status to "Shipped".</p>	 A screenshot of a modal window. At the top center is an information icon (i in a circle). Below it is the title "Ship Order". The main text asks, "Are you sure you want to ship the following order?". Below this is a bulleted list: "• Order #MY-284153829SG (1 out of 1 items)". At the bottom, there are two buttons: a "Cancel" button and a purple "Confirm" button.

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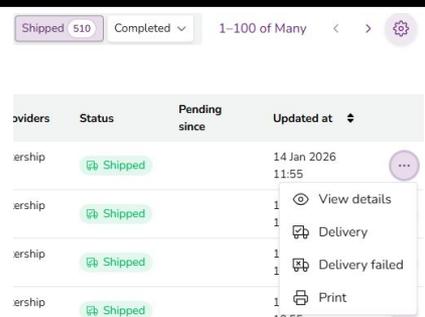
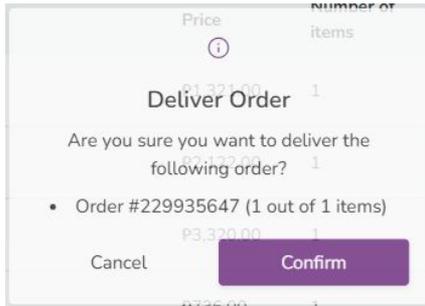
Set status to Delivered

- 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

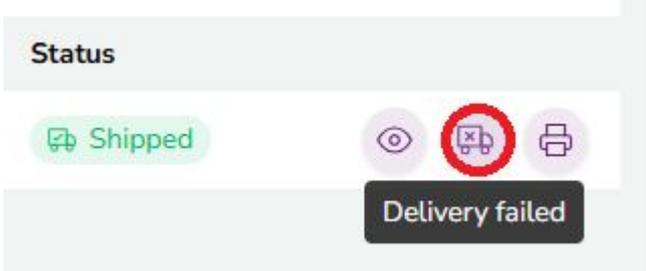
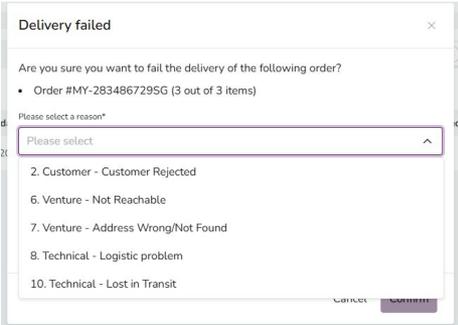
- For orders that are shipped via **3PL not integrated with Aftership**, follow the steps below once parcels successfully delivered to customers.
- In the event of customer disputes of non-receipt with no proof provided by seller, cancellation fee will be charged and the customer will be refunded at seller's cost.

Action	Image
Click on the "..." icon on the right of an order.	 A screenshot of a shipping management interface. At the top, there are filters for 'Shipped 510', 'Completed', and '1-100 of Many'. Below this is a table with columns: 'Providers', 'Status', 'Pending since', and 'Updated at'. The table shows several rows with 'Shipped' status. A dropdown menu is open on the right side of the table, showing options: 'View details', 'Delivery', 'Delivery failed', and 'Print'. A three-dot icon is visible on the right side of the table.
Click on "Delivery" and a modal window opens, where clicking "Confirm" changes the status to "Delivered".	 A screenshot of a 'Deliver Order' modal window. The window has a title 'Deliver Order' and a question: 'Are you sure you want to deliver the following order?'. Below the question, there is a list of orders: 'Order #229935647 (1 out of 1 items)'. At the bottom of the modal, there are two buttons: 'Cancel' and 'Confirm'.

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
<p>Click on the "Delivery Failed" icon on the right of an order.</p>	 <p>The image shows a 'Status' section with a 'Shipped' button on the left and a 'Delivery failed' button on the right. The 'Delivery failed' button is highlighted with a red circle and a red border, indicating it is the target of the action.</p>
<p>A modal window opens, where the reason needs to be selected. Click on “Confirm” changes the status to “Delivery Failed”.</p>	 <p>The image shows a modal window titled 'Delivery failed' with a close button (X) in the top right corner. The window contains the following 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 dropdown menu with the text 'Please select a reason*' and a 'Please select' placeholder. The dropdown menu is open, showing a list of reasons: '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 of the modal, there are 'Cancel' and 'Confirm' buttons.</p>

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Notes:

- Orders aging in Shipped status for more than **21 calendar days** will be considered as lost and subject to cancellation.
- An email with "*[Seller Name] - Pending Open orders Summary mm-dd-yyyy*" as email subject will be sent to request update. If response is not received or order status is not updated within **2 working days**, all aging orders will be deemed unfulfilled and will be canceled. Do note that this cancellation is subject to cancellation fee.
- **ZALORA is not liable for the return of all failed delivery orders.**
- If you deliver a canceled order, unfortunately, this will be considered a free gift to the customer. **ZALORA is not liable for orders that are delivered after cancellation due to exceeding the delivery promise timeline.**

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