ZALORA

Fulfilled By Seller (FBS): Managing Own Delivery
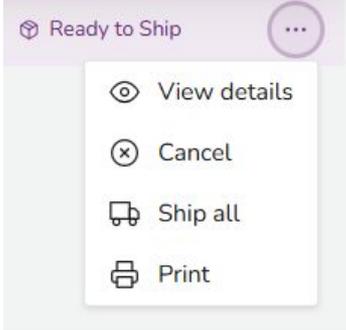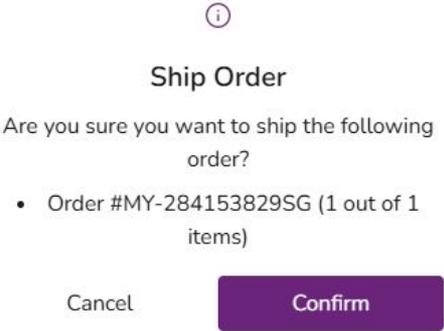
Jan 2026

Managing Own Delivery

- Please refer to **Seller Academy -> Order Management -> Tips for Processing Orders on ZALORA** for the General Order Processing Flow up to <u>Ready to Ship</u> status

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

<u>**Notes:**</u>
- Update orders to Shipped status **<u>AFTER</u>** 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

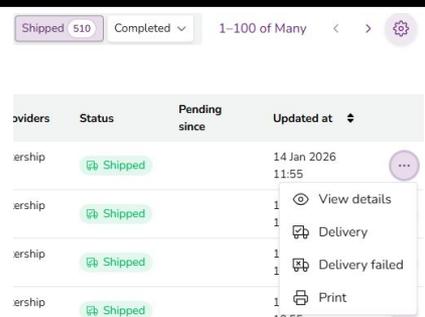| Action	Image
Click on the "..." icon on the right of an order.	
Click on "Ship all" and a modal window opens, where clicking "Confirm" changes the status to "Shipped".	

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.
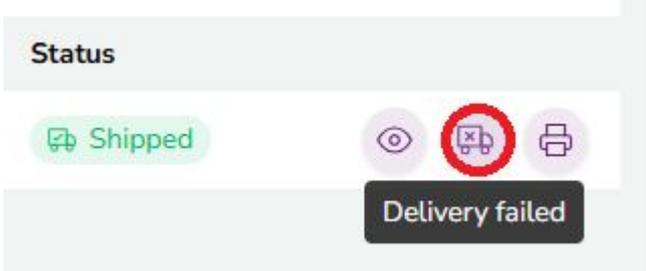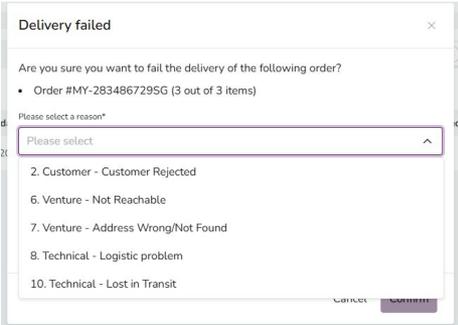
Managing Own Delivery

- 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.	
Click on "Delivery" and a modal window opens, where clicking "Confirm" changes the status to "Delivered".	
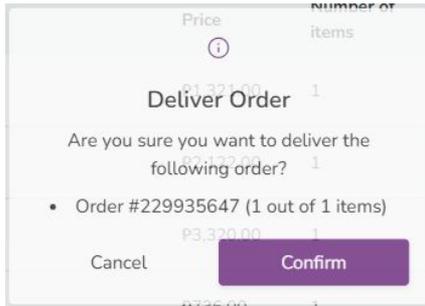
Managing Own Delivery

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.	**Status** 🚚 Shipped ⊙ 🚚 🖨 Delivery failed
A modal window opens, where the reason needs to be selected. Click on "Confirm" changes the status to "Delivery Failed".	**Delivery failed** ✕ Are you sure you want to fail the delivery of the following order? • Order #MY-283486729SG (3 out of 3 items) Please select a reason* [Please select] ∧ 2. Customer - Customer Rejected 6. Venture - Not Reachable 7. Venture - Address Wrong/Not Found 8. Technical - Logistic problem 10. Technical - Lost in Transit Cancel Confirm

Managing Own Delivery

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**.

ZALORA