



Order Management

ZALORA

AUGUST 2026

Tips for Processing Orders



INVENTORY MANAGEMENT

- Update inventory regularly in Seller Center to avoid mismatch between system and warehouse stock.
- Allocate sufficient stock to prevent out of stock situations, especially if selling on multiple platforms.
 - ⚠ Out-of-stock cancellations incur **Additional Fees**.
- Update inventory in Seller Center **≥ 1 week before** any sales period.



MANPOWER AND TRAINING

- Scale up manpower **ahead of expected volume spikes** (e.g. campaigns).
- Train new and existing staff to handle large order volumes.



ORDER PROCESSING

- Check order backlog in Seller Center **at least twice daily** — more often during campaigns.
- Process orders **first-in, first-out**.
- Verify order status before packing.
 - ⚠ Shipping a cancelled order is considered a **free gift to the customer**.



3PL PICKUP

- Update orders to Ready to Ship only when they are **ready for 3PL pick-up**.
- Be at the designated pick-up location for 3PL collection. Use the [Seller Account Update Form](#) to change pickup address.
- If 3PL does not collect within **2 business days**, escalate to your Account Manager or via [Contact Us Form](#) with Operations/Pick-Up Request as the Contact Reason.
- Notify ZALORA **≥ 14 days ahead** of system changes, warehouse holidays or expected delays.

Seller Handling Time (SHT)

12pm cutoff

Orders created **before 12:00 PM:**

- Ready to Ship within the same business day, 11:59PM.

Orders created **at or after 12:00 PM:**

- Ready to Ship by next business day, 11:59PM.

Note: Public holidays and weekends are excluded for the Seller Handling Time (SHT) calculation.

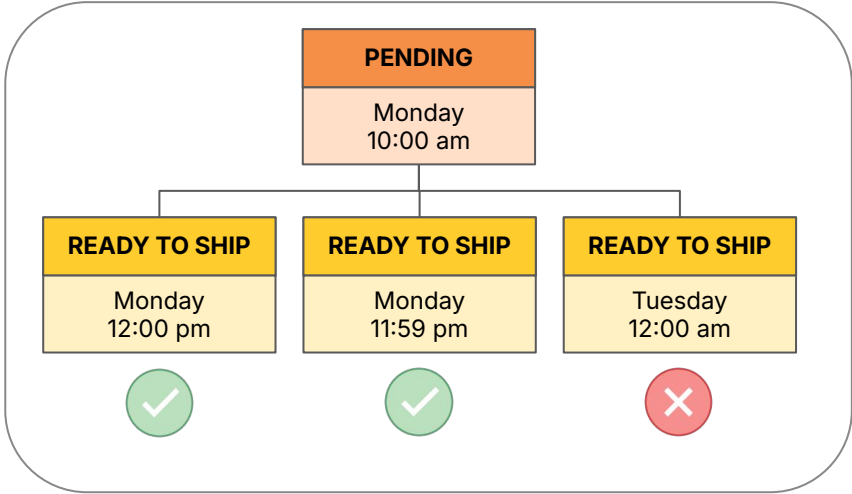
- Pack and update orders to Ready to Ship **within 1 business day (with 12pm cutoff)** of order creation.
- Failure to meet the SHT will result in:
Delayed Dispatch Fee → *Automatic Order Cancellation* → *Cancellation Fee (per item)*
- Customers can cancel any order in Pending status, **always check order status in Seller Center** first.

Note: If you ship a canceled order, unfortunately, this will be considered a free gift to the customer.



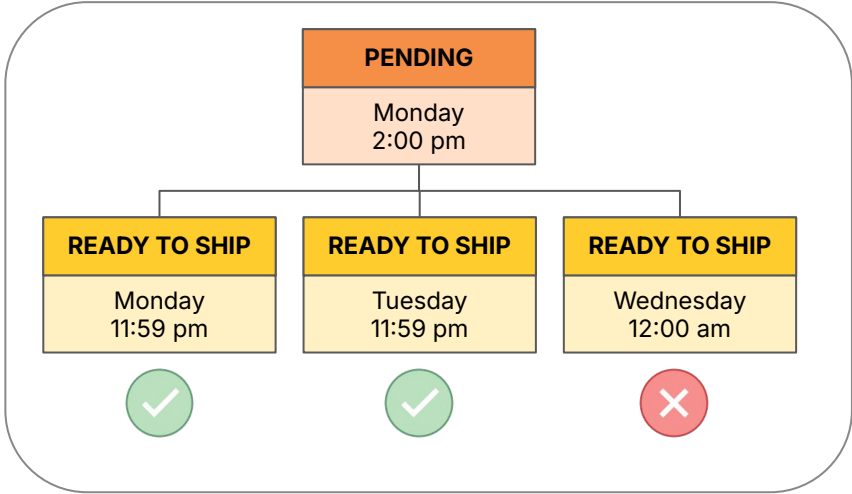
Seller Handling Time Example (I)

Order received **before 12pm**
(00:00 to 11:59 / 12am to 11:59am)



= Order passes the Seller Handling Time (SHT) KPI

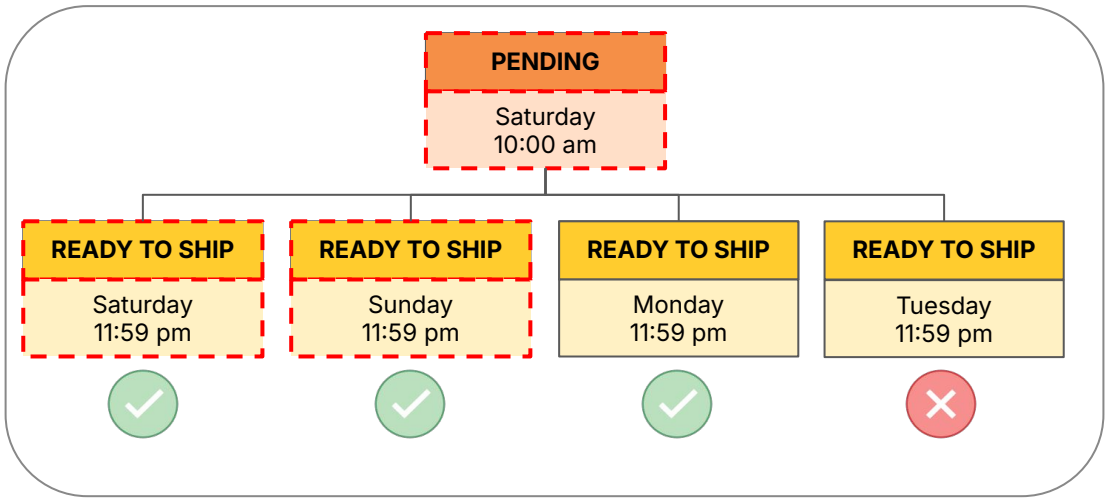
Order received **on or after 12pm**
(12:00 to 23:59 / 12pm to 11:59pm)



= Order fails the Seller Handling Time (SHT) KPI

Seller Handling Time Example (II)

Order received on a public holiday/weekend



 = Weekend

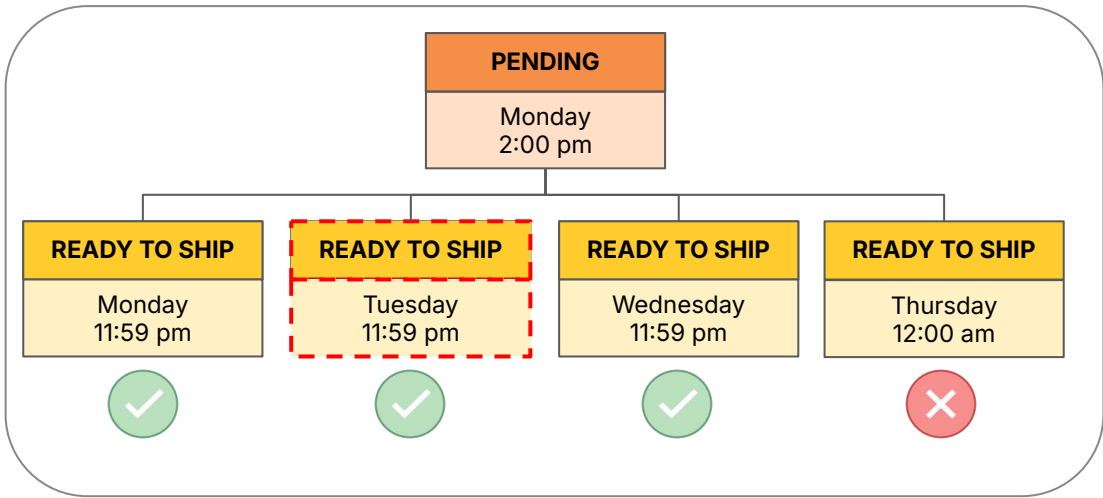
 = Order passes the Seller Handling Time (SHT) KPI

 = Order fails the Seller Handling Time (SHT) KPI

Note: Public holidays and weekends are excluded for the Seller Handling Time (SHT) calculation.

Seller Handling Time Example (III)

Order received on a working day on or after 12pm and next day is a public holiday/weekend



 = Public holiday

 = Order passes the Seller Handling Time (SHT) KPI

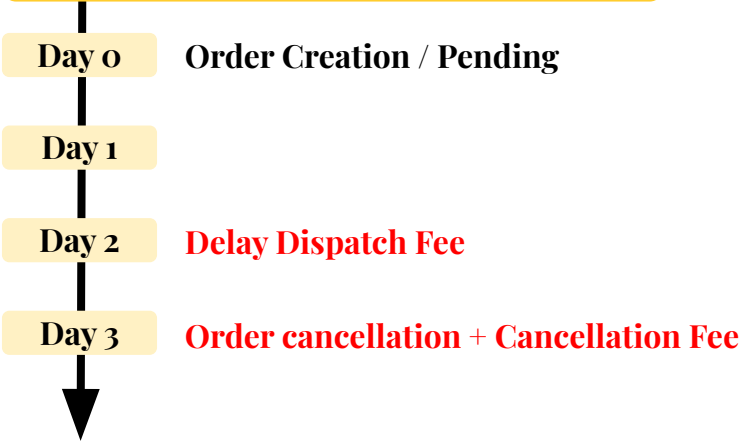
 = Order fails the Seller Handling Time (SHT) KPI

Note: Public holidays and weekends are excluded for the Seller Handling Time (SHT) calculation.

Automatic Order Cancellation

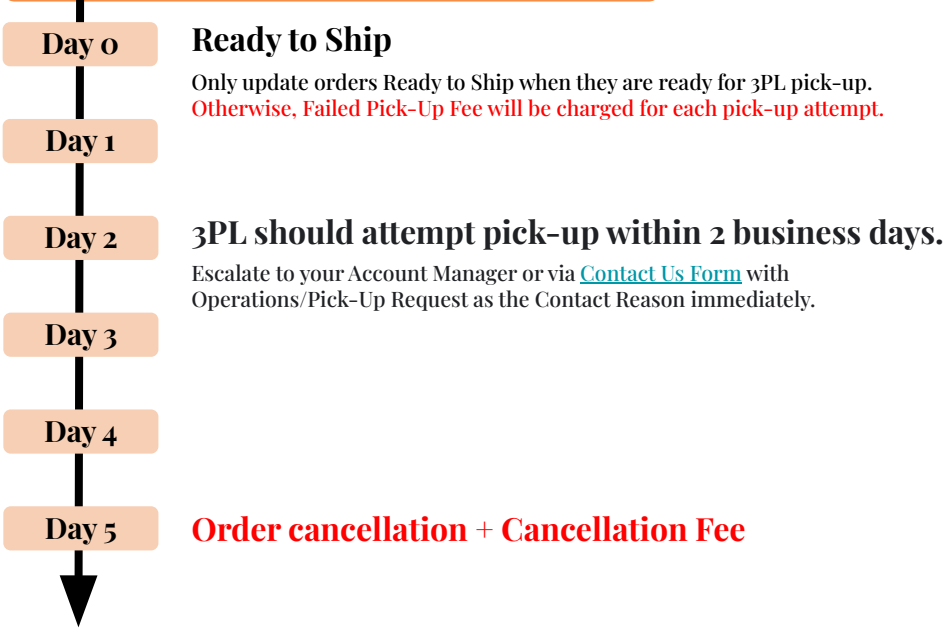
- ZALORA uses Smart Seller Manager (SSM) within Seller Center to automatically cancel aging orders in Pending and Ready to Ship status.
- Automatic cancellations by ZALORA are subject to Additional Fees.

Pending → Ready to Ship



Note: Days refer to Business Day with 12pm cutoff.

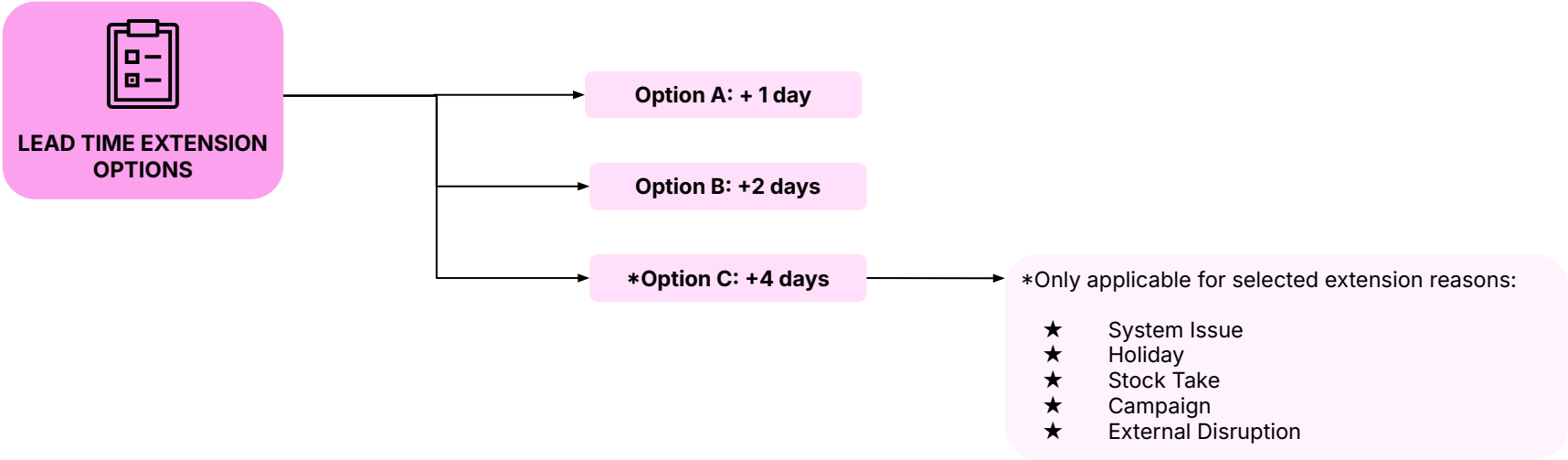
Ready to Ship → Shipped



Lead Time Extension

- Sellers facing issues in order processing can request for lead time extension via Account Manager or [Contact Us Form](#) with Operations/Order Processing as the Contact Reason.
- Applies to orders in Pending or Ready to Ship status.
- For existing orders, provide impacted order number(s), customer name and phone number. The affected customers will be notified of the delay.

Note: Orders still unfulfilled within the extended time will be cancelled, with a cancellation fee per item.



Order Management Overview

Home

Catalog

Orders

Manage Orders

Shipping Providers

Invoice Number Setting

One-Stock Solution (1SS)

Promotions

Finance

Reports

Manage Orders

Take me to Archived Orders

ImportExport

1

2

3

4

5

6

7

8

Created

Filter created

Filter and search by order information

Status Pending Save this filter

Pending 1 Ready to Ship 6 Shipped 33 Completed 1-1 of 1

Order number

Order date

Payment method

Price

Number of items

Packed items

Shipment providers

Status

Pending since

Updated at

Printed

Documents

+

MY-2953

22 Jul 2026 12:45

PaidRemote_DBS_PayLah

SGD 71.00

1

0

NinjaVan Aftership SG

Pending

2 hrs

22 Jul 2026 12:45

Invoice

- 1

Filter for orders based on their creation date
- 2

Filter for order details (E.g. Order Number, Payment Method, Shipment Type)
- 3

Select boxes for bulk/mass actions on selected orders
- 4

Clicking on Order Number → Order details page
Clicking on → Copy Order Number to clipboard
- 5

Quick filter for order status
- 6

Display of the order status at order level
- 7

Order actions (View details, change status to Ready To Ship, Cancel order, Print documents)
- 8

Import/Export functionality of order level data

Filters

Pending1

Ready to Ship6

Shipped33

Completed

- Only one order status filter may be selected at a time.

MY-24

Clear allClearApply (0)

Saved Filter

Order

Product

Customers

☐ MY-24111

☐ MY-24111

☐ MY-24111

☐ MY-24111

- Type a search term (e.g. Order Number) to see matching results.
- Double-click a result to select it or use the select box to choose from multiple matches.
- Click **Apply** to run the search.



Note: If an order status filter is selected, only orders matching the active status filter will show.

Filter and search by order information

Clear allClearApply (0)

Saved Filter

Order

Product

Customers

Status: Returned approved

Status: Canceled + Cancel reason: Delay

Processing + Cancel reason: Failed Pickup +

Cancel reason: OOS - Out of stock

- Save frequently used filters — a saved filter appears as the first option when you open the search bar.



Note: Max 5 saved filters. To add a new one, delete an existing filter first.

Actions

Status

Pending

...

View details

Cancel

Ready to ship

Print

☐	Order number	Order date	Payment method	Price	Number of items	Packed items	Shipment providers	Status
☐	+ MY-285722417	16 Oct 2025 22:25	Atome	MYR 40.00	1	0	Ninjava MY MP	Pending
☐	- MY-279922417	16 Oct 2025 21:35	Adyen_GrabPay	MYR 123.00	2	0	Ninjava MY MP	Pending

Send to

☐	Invoice Number	Seller SKU	Product	Shipping Information	Status
☐		167507708		Dropshipping Shipment Provider: Ninjava MY MP	Pending
☐		167507708		Dropshipping Shipment Provider: Ninjava MY MP	Pending

- Available actions depend on the current order (item) status.
- **View details** - review the full order at order item level
 - **+ icon** - expand to review item details at a glance
 - **Print** - prints order documents and starts processing; items are digitally packed

- Allowed order status transitions:
- Pending → Ready to Ship, Cancelled
 - Ready to Ship → Shipped, Cancelled
 - Shipped → Delivered, Failed Delivery
 - Delivery → Returned
 - Cancelled → N/A
 - Failed Delivery → N/A
 - Returned → N/A

Order Processing Flow



Step 1 - 2 Upon receiving an order notification email, log in to Seller Center → Orders → Manage Orders.

Step 3 Print invoice and shipping label accordingly.

Step 4 - 5 Pack order together with the printed invoice, and attach the shipping label on the order package.

Step 6 Update order status to Ready to Ship to automatically schedule parcel(s) pick-up from courier.

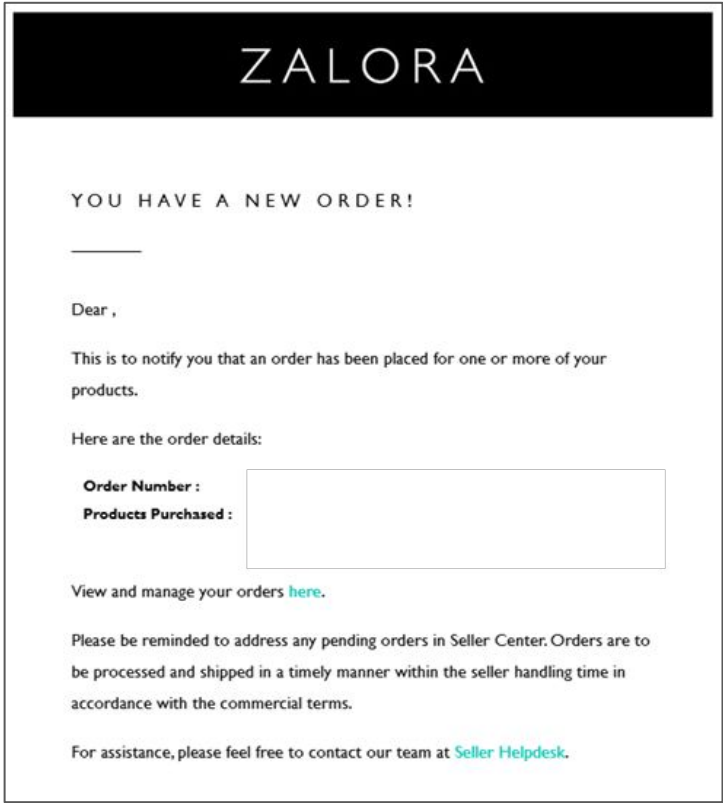
Step 7 Print two copies of Carrier Manifest.

Step 8 Ensure the pick-up personnel verifies and compares the quantity of pick-up parcels with the quantity in the Carrier Manifests, and stamps/signs the Carrier Manifests upon verification. Keep one copy as proof of pick-up for at least a quarter (3 months) from pick-up date.



Note: Carrier Manifests act as a proof of pick up (Seller's Copy) which is important for investigation purposes should there be any issues with shipped out parcels.

Order Notification



- The email address under “Your Profile” in Seller Center and active users will be notified of new orders via an email notification whenever an order is placed.
- The email will include a link to the “Manage Orders” tab in Seller Center.
- Alternatively, stay updated on new orders by logging in to Seller Center daily.



Note: *If you unsubscribe from ZALORA's emails, you will no longer receive any email notifications from us. This includes promotional emails, updates, and potentially important notifications related to your account or orders.*



Note: *Check order backlog in the Seller Center at least twice daily. More frequent checks are highly recommended during campaign periods.*

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Store Builder

Platform Services

Manage Orders

Take me to Archived Orders

Created

Filter created

Filter and search by order information

Status Pending Save this filter

	Order number	Order date	Payment method	Price	Number of items	Packed items
	+ M	22 Jul 2026 12:45	PaidRemote_DBS_PayLah	SGD 71.00	1	0
	+ M	22 Jul 2026 23:45	Credit Card (PaidRemote_Adyen_CreditCard)	SGD 110.00	2	0
	+ M	23 Jul 2026 00:25	PaidRemote_DBS_PayLah	SGD 53.00	1	0

FIFO: First In, First Out

Orders that come in first shall be processed first

Processing older orders first, reduces lead time and the chance of delaying orders.

Steps

1. Orders → Manager Orders → Pending status.
2. Click Order date to sort from oldest to newest.

Ways to process orders in Seller Center

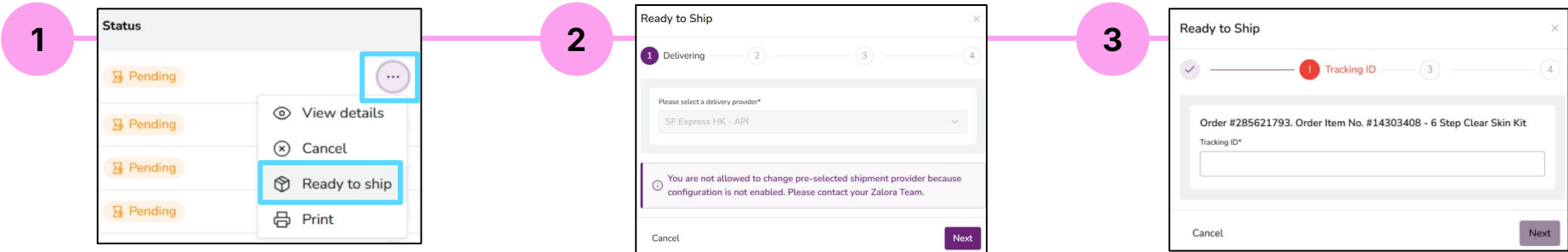
- Via the UI
- File upload
- API integration

Order Processing - 'Packed' sub-status

- A digital sub-status on the way to Ready to Ship.
- Indicates that the order items will be packed together in one package and shipped to the customer together.

 **Note:** Ensure orders are packed before updating to Ready to Ship status.

Set order status to 'Packed'



Click the "..." icon to the right of an order, then select "Ready to ship".

 **Note:** For multi-item orders, this updates all items and packs them together in one package.

In the modal, select the shipment provider, then click "Next".

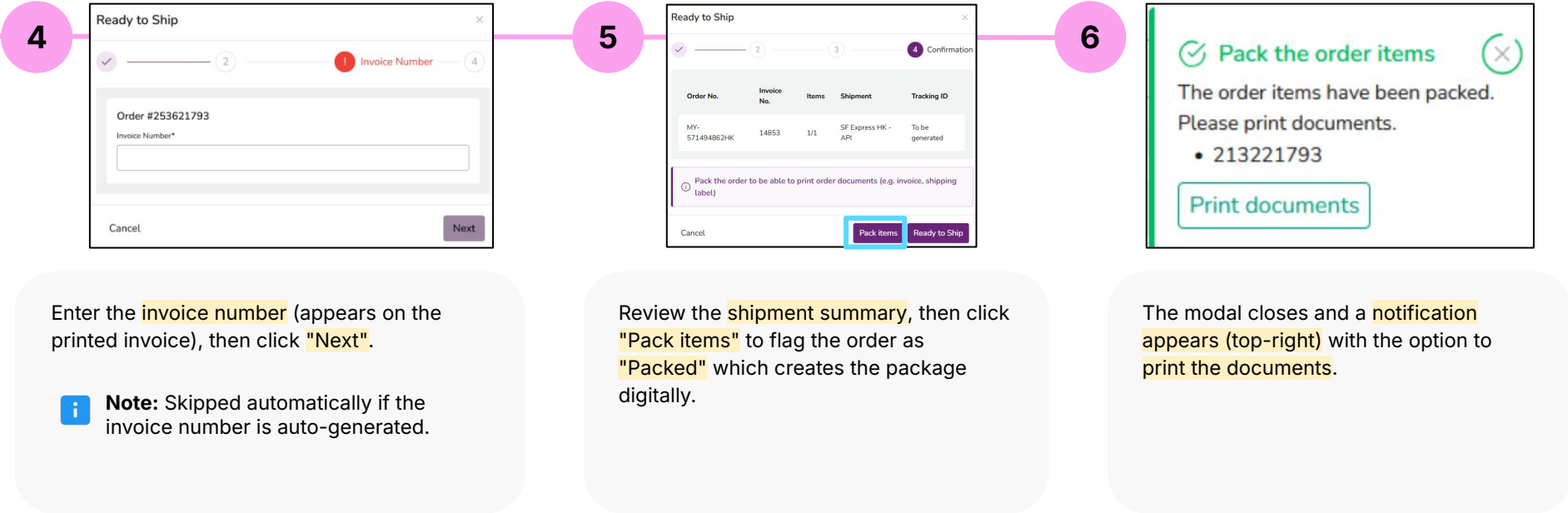
 **Note:** The shipment provider may be pre-assigned and locked, depending on configuration.

Enter the tracking code, then click "Next".

 **Note:** Skipped automatically if the tracking code is auto-retrieved.

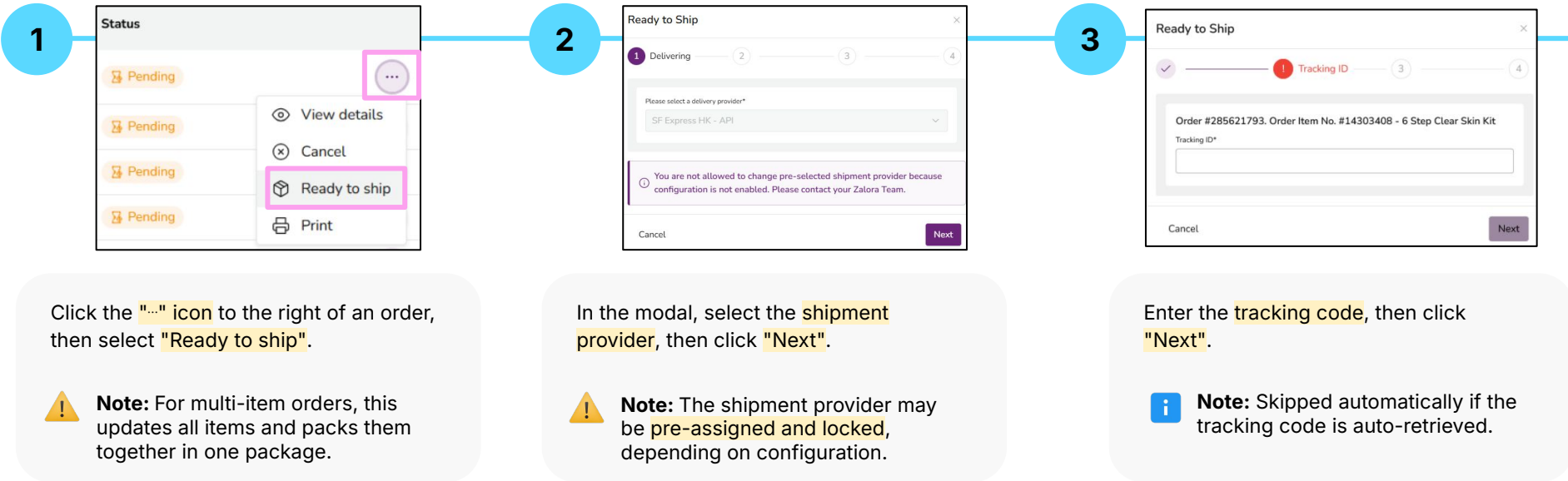
Order Processing - 'Packed' sub-status

Set order status to 'Packed'



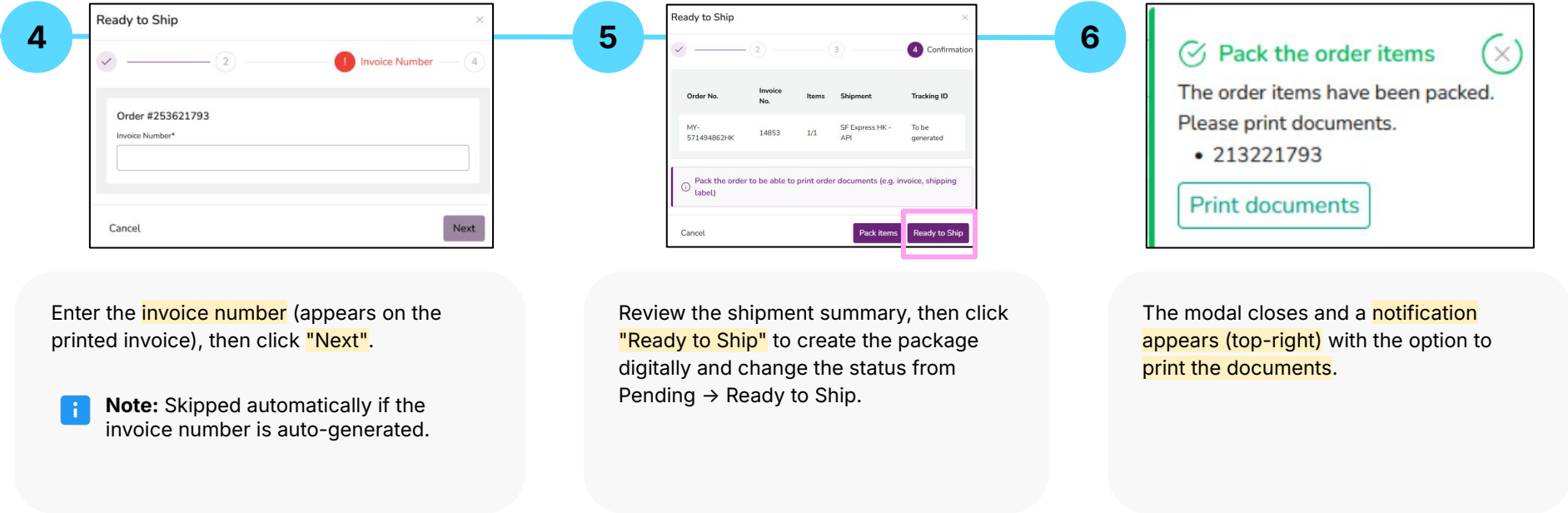
Order Processing - 'Ready To Ship' status

Set order status to 'Ready To Ship'



Order Processing - 'Ready To Ship' status

Set order status to 'Ready To Ship'



Enter the **invoice number** (appears on the printed invoice), then click "Next".

Note: Skipped automatically if the invoice number is auto-generated.

Review the shipment summary, then click "Ready to Ship" to create the package digitally and change the status from Pending → Ready to Ship.

The modal closes and a **notification** appears (top-right) with the option to print the documents.

Order Processing - 'Cancelled' status

Set order status to 'Cancelled'

1

Status Pending X Save this filter

	Order number	Order date	Payment method	Price	Number of items	Packed items	Shipment providers	Status	Pending since	Updated at	Printed	Documents
☐	MY-205	22 Jul 2026 12:45	PaidRemote_DBS_PayLah	SGD 71.00	1	0	NinjaVan Aftership SG	Pending	2 days	22 Jul 2026 12:45		Invoice
Send to: Invoice Number Seller SKU Image Product Shipping Information Status												
☐								Pending				
☐	+	MY-28										
☐	+	MY-21										
☐	+	MY-24										

2

Cancel Order

Are you sure you want to cancel the following order?

Order #MY-265 (1 out of 1 items)

Please select a reason*

OOS - Out of stock

The stock for the products will be set to zero.

Add a comment

Cancel Confirm

Click the "..." icon to the right of an order, then select "Cancel".

Note: For multi-item orders, this cancels all items in the order.

Note: To cancel only selected item(s), click the "+" icon to expand the order, then the "..." icon on the same row as the Seller SKU, then click "Cancel".

In the modal, select a cancellation reason, then click "Confirm" to update the status.

Note: Cancelling with "OOS – Out of Stock" or "OOS – ZALORA System Issues" sets the product stock to zero.

Bulk Order Processing

Via the UI

Filter and search by order information

Pending 7 Ready to Ship

Status Pending X Save this filter

3 items selected

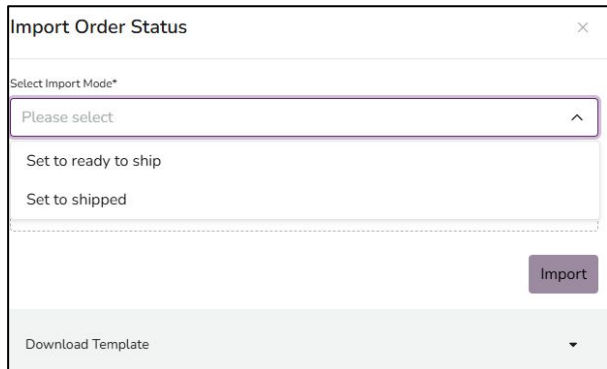
☒	+	MY-295	22 Jul 2026 12:45	PaidRemote_DBS_PayLah	SGD 71.00	1	0	NinjaVan Aftership SG	Pending
☒	+	MY-284	22 Jul 2026 23:45	Credit Card (PaidRemote_Adyen_CreditCard)	SGD 110.00	2	0	NinjaVan Aftership SG	Pending
☒	+	MY-215	23 Jul 2026 00:25	PaidRemote_DBS_PayLah	SGD 53.00	1	0	NinjaVan Aftership SG	Pending

- Use the **select boxes** on the left of each row to choose orders.
- If selected orders **share the same status**, you can process them all to a new status or use the relevant **printing options**.
- Click the **"..."** icon in the **header row** to see available actions.

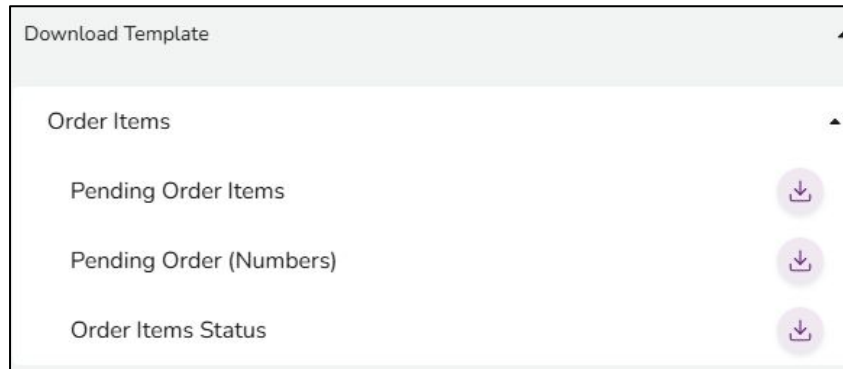
Note: Available actions depend on the orders selected.

Bulk Order Processing

Via file upload



The 'Import Order Status' modal features a close button (X) in the top right corner. Below the title, there is a label 'Select Import Mode*' followed by a dropdown menu currently showing 'Please select'. The dropdown menu is open, displaying two options: 'Set to ready to ship' and 'Set to shipped'. At the bottom right of the modal is an 'Import' button. At the bottom left is a 'Download Template' link with a downward arrow icon.



The 'Download Template' modal has a close button (X) in the top right corner. Below the title, there is a section header 'Order Items' with a collapse arrow. Under this section, there are three items: 'Pending Order Items', 'Pending Order (Numbers)', and 'Order Items Status'. Each item has a download icon (a downward arrow inside a circle) to its right.

- Click **"Import"** (top-right) to open the modal, then select an **import mode** and your prepared file.
 - Import modes: a) Set to ready to ship b) Set to shipped
- If file is not prepared yet, expand **"Download Template"** to get an example.

Templates

- Pending Order Items
- Pending Order (Numbers) — same behaviour, but only the order number is required
- Order Items Status — update to any available status

Bulk Order Processing

Via file upload - Templates

1 Pending Order Items template

	A	B	C	D
1	Order Item Ids	Delivery Type	Shipping Provider	Tracking Code
2	345678	Dropship	Shipment Provider	88877766655444333
3	6655442	Pickup		
4	125442	Send To Warehouse		

A	B	C	D
Order Item Ids	Delivery Type	Shipping Provider	Tracking Code
10858,10859,10860	Dropship	Kerry Logistics (TW-TW route)	365222

One order item ID per line → creates a separate package for each item.

Note: To pack multiple items from the same order into one package, list all their IDs in a single cell, comma-separated.

2 Pending Order (Numbers) template

	A	B	C	D
1	Order Number	Delivery Type	Shipping Provi	Tracking Code
2	39790372	Dropship	Shipment Pro	FEDEX-1001000
3	20992605	Pickup		
4	21253454	Send To Warehouse		
5				

Use only the order number — do not list each item ID.

All order items under that order will update status accordingly (where applicable).

3 Order Items Status template

Order Item Ids
345678
6655442

Lists order items for subsequent status changes.

Note: If an item is part of a package, include just one item ID — all items in the same package update automatically.

Manifest

- A manifest is a document and process which is used to group multiple orders together.
- It is to be used when multiple orders need to be transported to the same location before further distribution.

 **Note:** A manifest can only be created if the orders are in Ready to Ship status.

How to create a Manifest

StatusReady to Ship X Save this filter

3 items selected X 

☐	+	MY-ID	16 Oct 2025 16:05
☒	+	PH-24	16 Oct 2025 15:45
☒	+	PH-23	16 Oct 2025 15:40
☒	+	PH-22	16 Oct 2025 14:55

Print Documents X

Please choose type of document you would like to print.

☒ Select all printable documents

☐ Stock checklist

☐ Picklist

☐ Invoice

☐ Shipping label

☐ Export invoice

☒ Carrier manifest

Cancel Print Export

1. On the Order Overview page, apply the "Ready to Ship" quick filter.
2. Select the orders to be shipped out together.
3. Click the "Print" icon, select "Carrier Manifest", then click "Print" or "Export".

Sample Manifest

SELLERCENTER		
Shipping provider: JNT IDS HK PH Carrier manifest printed on: 16 Oct 2025		
Order Number	Package Tracking Number	Number of Pieces in Package
PH-219557638	JT0007941934973	1
PH-232357638	JT0007947341136	1
PH-248357638	JT0007947229390	1
Total of Packages		3
Date: 16 Oct 2025		Signature

- Acts as proof of pick-up (Seller's Copy) — important for investigating any issues with shipped parcels.
- Print 2 copies.
- Ensure pick-up personnel verify the parcel quantity against the manifest, then stamp/sign it upon collection.
- Keep 1 signed copy as proof of pick-up for at least one quarter (3 months) from the pick-up date.

What to Include in Every Parcel

INVOICE



Print from Seller Center and include inside the parcel with the product(s).

ORDERED PRODUCT



Double-check SKU, colour, size, and quality to minimise returns.

SHIPPING LABEL



Print from Seller Center in A4-size paper and insert in a clear pouch/envelope on the sealed parcel.

PACKAGING



Purchase [ZALORA packaging](#) or use your own packaging material.



Sellers are responsible for packing all orders safely to protect product and service quality and avoid loss or damage in transit — especially high-risk items (e.g. beauty).

Do's and Don'ts

TN # not generated



Escalate immediately via the [Contact Us Form](#) with Operations/Order Processing as the Contact Reason.



Manually input the TN #.
Risks: cancellation, no tracking, COD & liability issues.

Same customer, multiple orders



1 order = 1 flyer = 1 AWB/TN.



Pack multiple orders into one parcel.
3PL scans only one TN # → payment/COD issues.

One order, multiple items



Process at order level, not item level.



Process items separately.
Splits COD across multiple TNs → status/payment issues.

Marketplace Framework Agreement – Customer Communication



Do not communicate directly with customers. Route all customer-related concerns through ZALORA via the [Contact Us Form](#) (Marketplace Framework Agreement, Section 13.1).



Do not contact customers to redirect purchases to other platforms. (Marketplace Framework Agreement, Section 13.2).

Note: Section reference may vary in previous versions of the Marketplace Framework Agreement, kindly refer to the 'Customer Service' section.



DATA SECURITY

Protects customer and seller data.



RECORD-KEEPING

Keeps a record of all customer correspondence — no need to track personal/business emails.



FASTER RESOLUTION

ZALORA can resolve disputes better with full access to customer–seller information.



CONSOLIDATION

All communications in one location, instead of scattered across different phone numbers and emails.

Benefits of contacting ZALORA about customer concerns

ZALORA

MP Ops Team

If you have any questions, reach out via the [Contact Us Form](#).

