

ZALORA

Tips Memproses Pesanan di Zalora

Oct 2025





1. Perbarui inventaris Anda secara berkala di Seller Center untuk menghindari ketidaksesuaian antara jumlah stok di sistem vs jumlah stok di gudang.
2. Alokasikan stok yang cukup untuk mencegah kehabisan stok, terutama jika Anda menjual di beberapa platform *e-commerce*. Pembatalan kehabisan stok dikenakan biaya penalti.
3. Jangan lupa untuk memperbarui stok Anda di Seller Center setidaknya 1 minggu sebelum dimulainya periode penjualan



1. Periksa *backlog* pesanan Anda di Seller Center setidaknya dua kali sehari. Pemeriksaan yang lebih sering sangat disarankan selama periode kampanye.
2. Prioritaskan pemrosesan pesanan oleh yang paling tua (*first-in, first-out*).
3. Periksa status pesanan Anda sebelum pengepakan. **Jika Anda mengirimkan pesanan yang dibatalkan, sayangnya hal ini akan dianggap sebagai hadiah gratis kepada pelanggan.**



1. Pekerjakan tenaga kerja yang cukup jika volume pesanan diharapkan meningkat, terutama selama periode kampanye.
2. Latih staf baru dan yang sudah ada untuk memproses pesanan dalam jumlah besar secara efektif



1. Pastikan Anda berada di alamat penjemputan pada saat 3PL kami datang untuk mengambil paket pesanan
2. Eskalasikan ke Seller Help Desk ([input email](#)) atau *Account Manager* Anda segera jika 3PL tidak muncul untuk mengambil paket Anda dalam 1 hari kerja setelah status pesanan diubah menjadi *Ready to Ship*
3. Jika terjadi perubahan/masalah sistem internal, liburan gudang, atau keterlambatan pemrosesan yang diharapkan, harap beritahu ZALORA setidaknya 14 hari sebelumnya.



Harap kemas dan perbarui status pesanan Anda dari **Pending** menjadi **Ready to Ship (RTS)** dalam waktu **2x24 jam**.

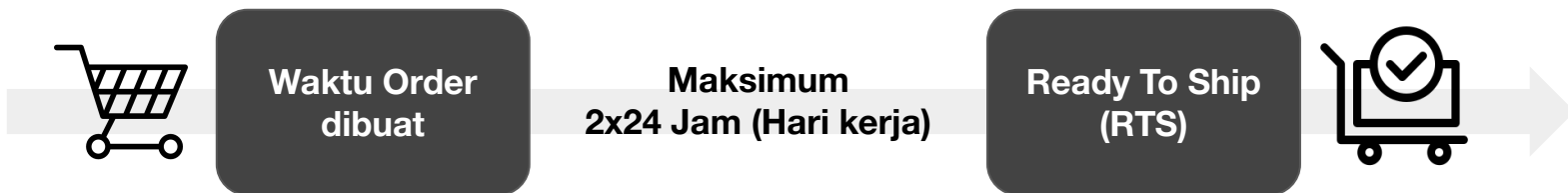
Kegagalan untuk memenuhi SLA akan mengakibatkan pembatalan pesanan otomatis dan biaya penalti pembatalan per item yang dibatalkan.

Pelanggan diperbolehkan untuk membatalkan pesanan dalam status *Pending*.

Periksa status pesanan di Seller Center sebelum mengemas pesanan. Jika pesanan Anda telah dibatalkan tetapi Anda melanjutkan untuk mengirimkan barang pesanan kepada pelanggan, sayangnya hal ini akan dianggap sebagai hadiah gratis

Tim Layanan Pelanggan ZALORA mengacu kepada status terakhir pesanan untuk menindaklanjuti pelanggan ketika mereka menghubungi kami.

2x24 Jam hari kerja = Waktu Status Pesanan diubah menjadi *Ready to Ship* - Waktu Order Dibuat (*Pending*)



ZALORA

Ketentuan Proses Pesanan & Penalti di Zalora



Proses Pesanan

SLA Proses Pesanan (Senin - Jumat)

Zalora memberikan kebijakan kepada Seller agar proses pengemasan & pengiriman pesanan dapat dilakukan dalam jangka waktu:

Marketplace Standard Delivery	Layanan Pengiriman	Waktu Pesanan Masuk	Batas Masa Pengemasan (RTS)	Shipped (Batal Jika order tidak updated RTS & Tidak ter-pickup)	Batal
Multi - Pickup	Reguler*	Sebelum Pukul 12.00 (00:00 - 12.00)	Hari Kerja Yang sama Maksimal Pukul 23.59	2 hari sejak Pesanan masuk Maksimal Pukul 23.59	4 hari sejak Pesanan masuk Maksimal Pukul 23.59
	Express (Next Day Delivery)**		Hari Kerja Yang sama Maksimal Pukul 17.00	2 hari sejak Pesanan Masuk	3 hari sejak Pesanan masuk Maksimal Pukul 23.59
Drop Off	Reguler		Hari Kerja Yang sama Maksimal Pukul 23.59.	2 hari sejak Pesanan masuk Maksimal Pukul 23.59	4 hari sejak Pesanan masuk Maksimal Pukul 23.59
Multi - Pickup	Reguler*	Sesudah Pukul 12.00 (12:01 - 23.59)	1 Hari Sejak Pesanan Masuk Maksimal Pukul 23.59	2 hari sejak Pesanan masuk Maksimal Pukul 23.59	
	Express (Next Day Delivery)**		1 Hari Sejak Pesanan Masuk Maksimal Pukul 12.00	2 hari sejak Pesanan masuk Maksimal Pukul 23.59	
Drop Off	Reguler		1 Hari Sejak Pesanan Masuk Maksimal Pukul 23.59	2 hari sejak Pesanan masuk Maksimal Pukul 23.59	

Pembatalan dapat dilakukan oleh customer jika pesanan masih berstatus Pending (Handled by Marketplace)

* Reguler : JNE, SAP, ID EXPRESS, SF EXPRESS,
NINJA,SICEPAT, JNT

** Express : JNE NEXT DAY, SAP NEXT DAY

Proses Pesanan

Simulasi order Masuk di Hari Senin - Jumat



Proses Pesanan

SLA Processing Order - (Sabtu,Minggu & Libur Tanggal Merah)

Zalora memberikan kebijakan kepada Seller agar proses pengemasan & pengiriman pesanan dapat dilakukan dalam jangka waktu:

Marketplace Standard Delivery	Layanan Pengiriman	Waktu Pesanan Masuk	Batas Masa Pengemasan (RTS)	Shipped (Batal Jika order tidak updated RTS & Tidak ter-pickup)	Batal
Multi - Pickup	Reguler*	Sebelum Pukul 12.00 (00:00 - 12.00)	<i>*Maksimal Hari kerja berikutnya Pukul 12.00</i>	2 hari sejak Pesanan masuk Maksimal Pukul 23.59	4 hari sejak Pesanan masuk Maksimal Pukul 23.59
Drop Off	Reguler				
Multi - Pickup	Reguler*	Sesudah Pukul 12.00 (12:01 - 23.59)	Maksimal Hari kerja berikutnya Pukul 23.59	2 hari sejak Pesanan masuk Maksimal Pukul 23.59	4 hari sejak Pesanan masuk Maksimal Pukul 23.59
Drop Off	Reguler				

Pembatalan dapat dilakukan oleh customer jika status order berstatus Pending (Handled by Marketplace)

**Reguler : JNE, SAP, ID EXPRESS, SF EXPRESS,
NINJA,SICEPAT, JNT*

Proses Pesanan

Simulasi order Masuk di Hari Sabtu - Minggu - Libur Tanggal Merah

Order Masuk **sebelum** Jam 12
(00:00 - 23.59)

Sabtu 10.00
Pesanan Masuk

*Senin 12.00	Rabu 23.59	Kamis 23.59
Batas Maks. RTS	Shipped	Batal
Batas Maks. Hari Kerja berikutnya		Batas Maks. H+3

Order Masuk **setelah** Jam 12
(12.01 - 23.59)

Minggu 16.00
Pesanan Masuk

Senin 23.59	Rabu 23.59	Kamis 23.59
Batas Maks. RTS	Shipped	Batal
Batas Maks. Hari kerja Berikutnya	Batas Maks. H+1	Batas Maks. H+3

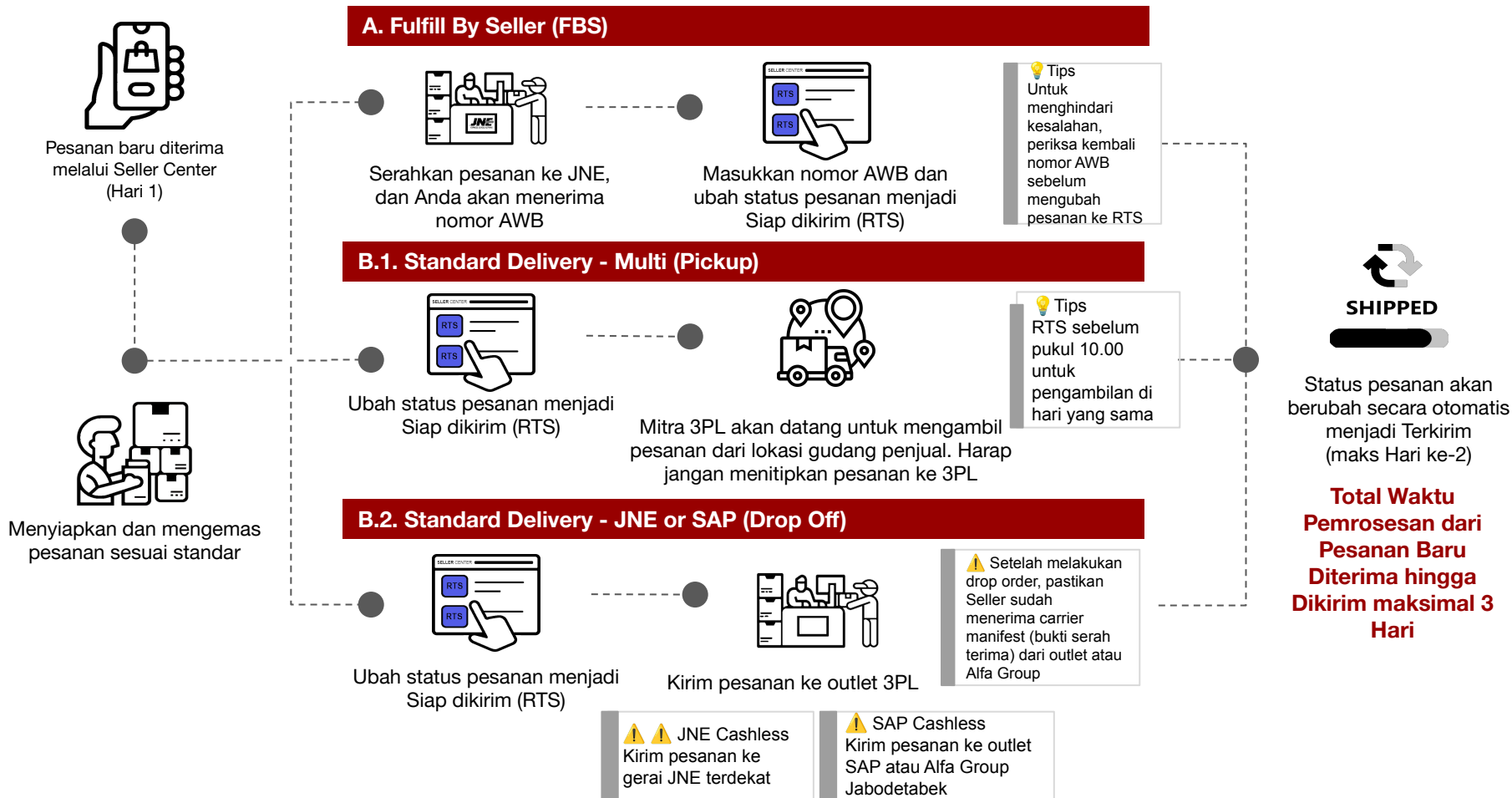
Penalti yang terdapat di Zalora

Tipe Penalti	Penjelasan Penalti	Contoh Kasus	Jumlah Penalti (IDR)
Pembatalan pesanan dikarenakan <i>Out Of Stock / Missing Item</i>	Apabila Seller tidak dapat memproses pesanan karena item yang dipesan tidak tersedia. Seller dapat membatalkan secara mandiri di Seller Center atau Seller memberikan konfirmasi melalui Seller Helpdesk sebelum batas waktu yang diberikan kepada Seller untuk memproses Order (3x24 jam.)	• Seller menerima order pada hari Senin (H0) • Pada hari Rabu (H+2), Seller menginformasikan melalui Seller Helpdesk bahwa order tidak dapat diproses karena stok sudah habis atau hal lainnya • Order akan di cancel karena order tidak dapat diproses lebih lanjut	50,000/item (maximum cap 100,000/order)
Pembatalan pesanan dikarenakan <i>Delay Processing Item</i>	Apabila Seller tidak memproses ordernya lebih lanjut dan status pesanan tetap Pending hingga batas waktu yang diberikan kepada Seller untuk memproses Order (3x24 jam kerja)	• Seller menerima order pada hari Senin (H0). Untuk order yang baru masuk akan berstatus Pending • Dihari Selasa (H+1), Rabu (H+2) dan Kamis (H+3), Seller tidak memproses order tersebut sehingga order masih berstatus Pending • Pada hari Kamis (H+3 at 18:00), order akan tercancel	50,000/item (maximum cap 100,000/order)
Pembatalan pesanan dikarenakan <i>Failed Pick Up</i>	Apabila status sudah berubah menjadi Ready to Ship namun paket tidak berhasil terpickup oleh 3PL (untuk Seller Pick-Up Service) atau tracking number tidak dapat di track pada website tracker 3PL (untuk Seller Drop Off Service), hingga melebihi batas waktu Seller untuk memproses Ordernya (3x24 jam kerja sejak Order diterima)	• Seller menerima order pada hari Senin (H0). Untuk order yang baru masuk akan berstatus Pending • Pada hari Selasa (H+1), Seller merubah status menjadi Ready to Ship <u>Untuk Pick-Up Service:</u> • Hari Rabu (H+2) dan Kamis (H+3), kurir sudah datang ke lokasi Seller namun proses pickup gagal karena paket belum siap • Hari Kamis (H+3 at 18:00), order akan tercancel. <u>Untuk Drop Off Service:</u> • Hari Rabu (H+2) dan Kamis (H+3), tracking number yang Seller input tidak dapat dilacak • Hari Kamis (H+3 at 18:00), order akan tercancel.	50,000/item (maximum cap 100,000/order)
Seller mengirimkan Defective Item/ Wrong Item Sent	Penalti saat seller mengirimkan produk yang cacat atau salah		50,000/item (maximum cap 100,000/order)



1. **Cara memproses Order**
2. **Order Notification**
3. **Processing Order Single & Multi Order**

1. Cara memproses Order - Fulfill by Seller (FBS) & Standard Delivery



2. Order Notification

DAILY ORDER SUMMARY REPORT

Dear <Partner Name>,

Please view the summary of the daily order report for <Partner Name>. Count of orders documented in this email is consolidated from 2017-03-13 09:00:15 to 2017-03-14 08:59:59.

Here are the order details:

Pending Orders : 2
Ready-to-Ship Orders : 4
Delivered Orders : 3
Cancelled Orders : 0
Delivery Failed Orders : 0
Returned Orders : 1

Please be reminded to address any pending orders in Seller Center. Orders are to be processed and shipped in a timely manner within the seller handling time in accordance with the commercial terms.

Kindly head over to Seller center: [Manage Your Orders](#) to have a more detailed overview of all the orders, including the cancellation and return reasons.

If you require any assistance, please feel free to submit your queries at [Seller Helpdesk](#). Thank you.

Note: This email is sent once daily. Log into your Seller Center frequently to check for pending orders.

Anda akan diberitahu tentang pesanan baru melalui email notifikasi dari ZALORA setiap hari.

Ini akan menyertakan *link* untuk membawa Anda langsung ke tab *Order Management* di Seller Center.

Seller disarankan untuk mengecek order yang masuk 2x sehari khususnya pada periode kampanye.

A fashion advertisement for Zalora. A woman with dark hair, wearing a white long-sleeved blouse and a white headscarf with a black and white pattern, is standing against a white wall. She is looking towards the camera. The background is a clear blue sky. The Zalora logo is in the top right corner, and the text 'Processing Order' is in the center right.

ZALORA

**Processing
Order**

Pengenalan Dashboard Order Tampilan Baru Seller Center

- 1 Pilih **Orders > Manage Orders**
- 2 Fitur **filter** adalah untuk melihat dan mengatur orderan sesuai dengan filter yang Anda pilih

Home

Catalog

Orders

Manage Orders

Manage Returns

Shipping Providers

Invoice Number Setting

One-Stock Solution (15S)

Promotions

Finance

Reports

Zalora Ads Platform

System

Store Builder

Platform Services

Filter and search by order information

Pending 5 Ready to Ship 2 Shipped 1 Completed 1-5 of 5

	Order number	Order date	Payment method	Price	Number of items	Packed items	Shipment providers	Status	Pending since	Updated at	
☐	+ 286776831	8 Oct 2025 15:35	NON COD (Nicepay_Banktransfer)	IDR 9,500.00	1	0	JNE - MPDO	Pending	less than an hour	8 Oct 2025 15:36	...
☐	+ 224696831	8 Oct 2025 10:04	COD (CashOnDelivery)	IDR 10,000.00	1	0	JNE - MPDO	Pending	5 hrs	8 Oct 2025 10:05	...
☐	+ 284264831	5 Oct 2025 21:25	NON COD (Nicepay_Banktransfer)	IDR 9,000.00	1	1	JNE - MPDO	Pending	2 days	8 Oct 2025 14:19	...
☐	+ 276141931	3 Oct 2025 15:23	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MPDO	Pending	5 days	8 Oct 2025 14:19	...
☐	+ 216441931	3 Oct 2025 13:35	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Pending	5 days	3 Oct 2025 14:29	...

Clear all Clear Apply (0)

Order

No Order available

Pengenalan Dashboard Order Tampilan Baru Seller Center

3 Fitur icon  untuk mengatur table setting pada tab menu order

Pastikan status **“enabled”** untuk melihat semua informasi dengan lengkap > Klik **save changes**

Manage Orders

Take me to the old orders >

Created

Filter created

Filter and search by order information

Pending 5 Ready to Ship 2 Shipped 1 Completed 1-5 of 5

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	
☐	+ 286276831	8 Oct 2025 15:35	NON COD (Nicepay_Banktransfer)	IDR 9,500.00	1	0	JNE - MPDO	Pending	less than an hour	8 Oct 2025 15:36	
☐	+ 224696831	8 Oct 2025 10:04	COD (CashOnDelivery)	IDR 10,000.00	1	0	JNE - MPDO	Pending	5 hrs	8 Oct 2025 10:05	
☐	+ 284264831	5 Oct 2025 21:25	NON COD (Nicepay_Banktransfer)	IDR 9,000.00	1	1	JNE - MPDO	Pending	2 days	8 Oct 2025 14:19	
☐	+ 276141931	3 Oct 2025 15:23	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MPDO	Pending	5 days	8 Oct 2025 14:19	
☐	+ 216441931	3 Oct 2025 13:35	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Pending	5 days	3 Oct 2025 14:29	

Table Settings

Column Settings

Pick and choose what columns are displayed in the table

Results Per Page 100

Reset to default

Save changes

Table Settings

Column Settings

Pick and choose what columns are displayed in the table

Order number Always visible

Order date Enabled

Payment method Enabled

Price Enabled

Number of items Enabled

Packed items Enabled

Shipment providers Enabled

Status Always visible

Pending since Enabled

Updated at Enabled

Printed Enabled

Documents Enabled

Results Per Page 100

Reset to default

Save changes

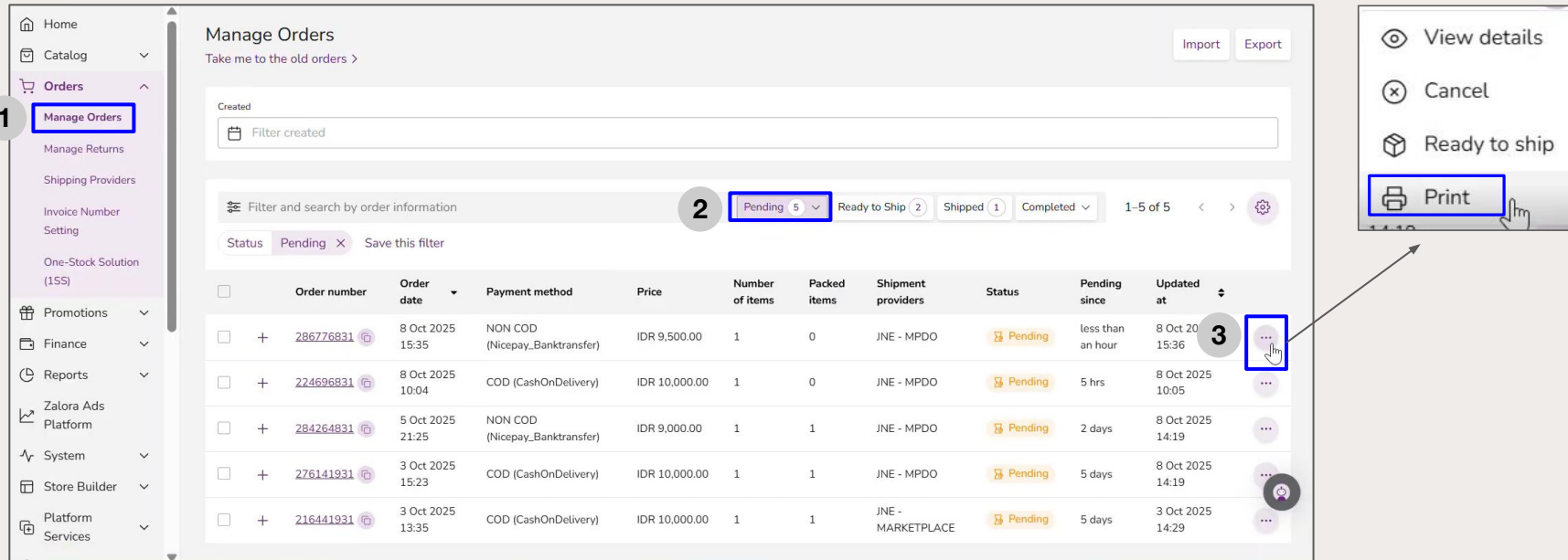
ZALORA

**Order Processing
Fulfilled by Seller
(FBS)**



Cara Proses Order Pada Tampilan Baru Seller Center - Fulfilled By Seller (FBS) (1/4)

- 1 Pilih **Orders > Manage Orders**
- 2 Pilih **filter Pending** untuk melihat semua order dengan status *Pending*
- 3 Klik icon  untuk print dokumen yang diperlukan, kemudian klik “print”



The screenshot displays the 'Manage Orders' interface in the Seller Center. The left sidebar shows the navigation menu with 'Manage Orders' highlighted. The main area shows a list of orders with a filter set to 'Pending' (5 items). The 'Print' button is highlighted in the top right corner of the interface.

Manage Orders
Take me to the old orders >

Import Export

Created
Filter created

Filter and search by order information

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
☐	+ 286776831	8 Oct 2025 15:35	NON COD (Nicepay_Banktransfer)	IDR 9,500.00	1	0	JNE - MPDO	Pending	less than an hour	8 Oct 2025 15:36
☐	+ 224696831	8 Oct 2025 10:04	COD (CashOnDelivery)	IDR 10,000.00	1	0	JNE - MPDO	Pending	5 hrs	8 Oct 2025 10:05
☐	+ 284264831	5 Oct 2025 21:25	NON COD (Nicepay_Banktransfer)	IDR 9,000.00	1	1	JNE - MPDO	Pending	2 days	8 Oct 2025 14:19
☐	+ 276141931	3 Oct 2025 15:23	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MPDO	Pending	5 days	8 Oct 2025 14:19
☐	+ 216441931	3 Oct 2025 13:35	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Pending	5 days	3 Oct 2025 14:29

View details
Cancel
Ready to ship
Print

Cara Proses Order Pada Tampilan Baru Seller Center - Fulfilled By Seller (FBS) (2/4)

- 4 Pilih “invoice” > Print > Next > Set Packed > Klik icon print  untuk print invoice. Tempelkan invoice pada bagian luar packing anda > Drop Off paket ke ekspedisi yang digunakan > balik ke halaman seller center

Print Documents

Please choose type of document you would like to print.

☒ Select all printable documents

- ☐ Stock checklist
- ☐ Picklist
- ☒ Invoice
- ☐ Shipping label
- ☐ Export invoice

Cancel **Print** Export

58e209d4-e115-487b-8484-bc96... 1 / 1 68% +

 Success
Orders set to packed by marketplace successfully

ZALORA
MARKETPLACE

MERCHANT INVOICE

Customer : sarah ayu
Jl Test 123
12250 Jakarta Selatan
08123456789 /

Nomor Order : 286776831
Nomor Invoice : 4770
Package No. : MPDS-286776831-9186
Tanggal : 08 Oct 2025
Metode Pembayaran : NON COD

Produk	Qty	Package No	Weight	Harga Estimasi
Automatic and protected camera action	1	MPDS-286776831-9186	1500g	8000.00

Total Sebelum PPN Rp 9.421.00
PPN Rp 0.00
TOTAL Rp 1.000.00

Enter missing information for printing

1 Delivery 2

Please select a delivery provider*

JNE - MPDO

Cancel **Next**

Enter missing information for printing

✓ Invoice Number

Order #286776831

Invoice Number*

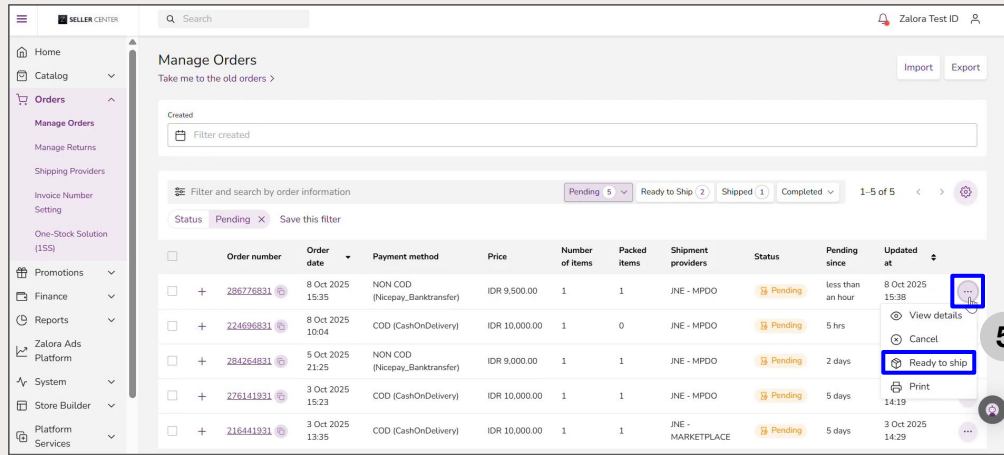
4770

Cancel **Set Packed**

Invoice Number otomatis tergenerate, seller tidak perlu isi invoice number

Cara Proses Order Pada Tampilan Baru Seller Center - Fulfilled By Seller (FBS) (3/4)

- 5 Klik icon  > Ready to ship
- 6 Masukkan nomor **tracking ID** dengan nomor resi yang didapatkan dari ekspedisi JNE > **next**
- 7 Klik "**confirm**" > Jika berhasil akan ada notifikasi pop up pada kanan layar anda



Manage Orders

Take me to the old orders >

Created

Filter created

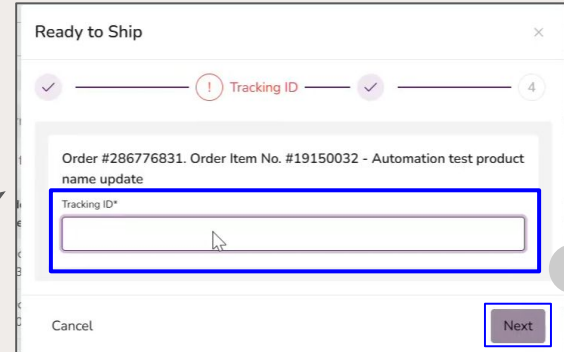
Filter and search by order information

Pending 5 Ready to Ship 2 Shipped 1 Completed 0 1-5 of 5

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
☐	+ 286776831	8 Oct 2025 15:35	NON COD (Nicipay_Banktransfer)	IDR 9,500.00	1	1	JNE - MPDO	Pending	less than an hour	8 Oct 2025 15:38
☐	+ 224696631	8 Oct 2025 10:04	COD (CashOnDelivery)	IDR 10,000.00	1	0	JNE - MPDO	Pending	5 hrs	
☐	+ 284264831	5 Oct 2025 21:25	NON COD (Nicipay_Banktransfer)	IDR 9,000.00	1	1	JNE - MPDO	Pending	2 days	
☐	+ 276141931	3 Oct 2025 15:23	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MPDO	Pending	5 days	
☐	+ 216441931	3 Oct 2025 13:35	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Pending	5 days	

5



Ready to Ship

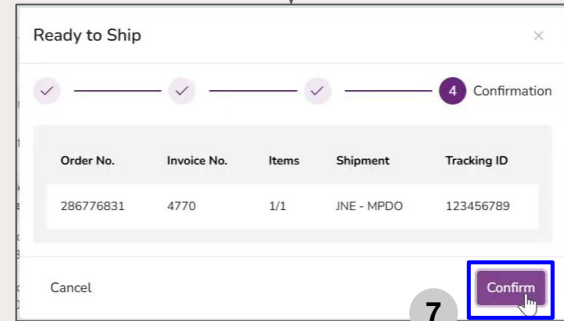
Tracking ID

Order #286776831. Order Item No. #19150032 - Automation test product name update

Tracking ID*

Cancel Next

6



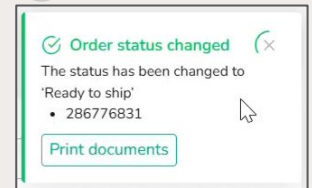
Ready to Ship

Confirmation

Order No.	Invoice No.	Items	Shipment	Tracking ID
286776831	4770	1/1	JNE - MPDO	123456789

Cancel Confirm

7



Order status changed

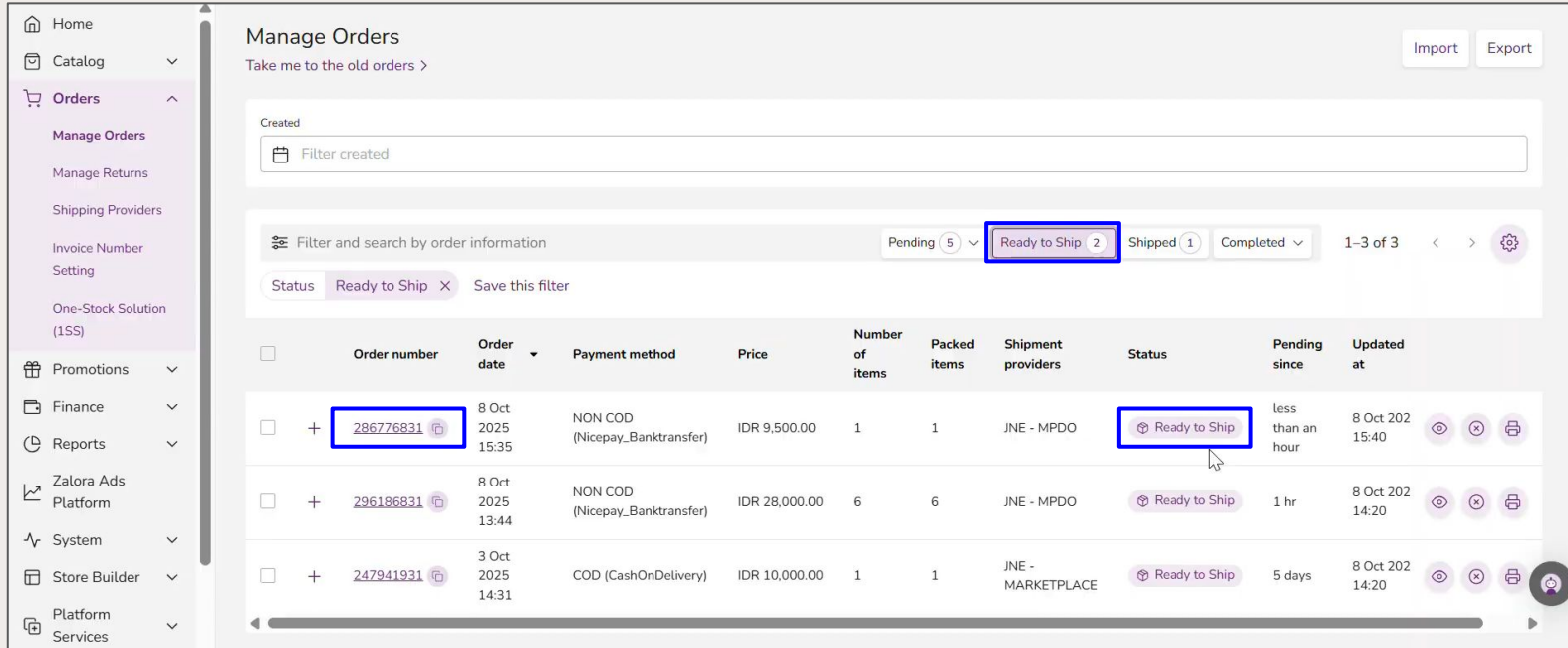
The status has been changed to 'Ready to ship'

- 286776831

Print documents

Cara Proses Order Pada Tampilan Baru Seller Center - Fulfilled By Seller (FBS) (4/4)

- 8 Klik kolom **“Ready to Ship”** untuk check **nomor order** yang telah anda proses sudah **berubah status** menjadi **“Ready to Ship”**. Status pesanan akan berubah secara otomatis menjadi **“Shipped”** (maks Hari ke-2)



Manage Orders

Take me to the old orders >

Created

Filter created

Filter and search by order information

Pending 5 Ready to Ship 2 Shipped 1 Completed 1-3 of 3

Status Ready to Ship X Save this filter

	Order number	Order date	Payment method	Price	Number of items	Packed items	Shipment providers	Status	Pending since	Updated at	
☐	+ 286776831	8 Oct 2025 15:35	NON COD (Nicepay_Banktransfer)	IDR 9,500.00	1	1	JNE - MPDO	Ready to Ship	less than an hour	8 Oct 202 15:40	  
☐	+ 296186831	8 Oct 2025 13:44	NON COD (Nicepay_Banktransfer)	IDR 28,000.00	6	6	JNE - MPDO	Ready to Ship	1 hr	8 Oct 202 14:20	  
☐	+ 247941931	3 Oct 2025 14:31	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Ready to Ship	5 days	8 Oct 202 14:20	   

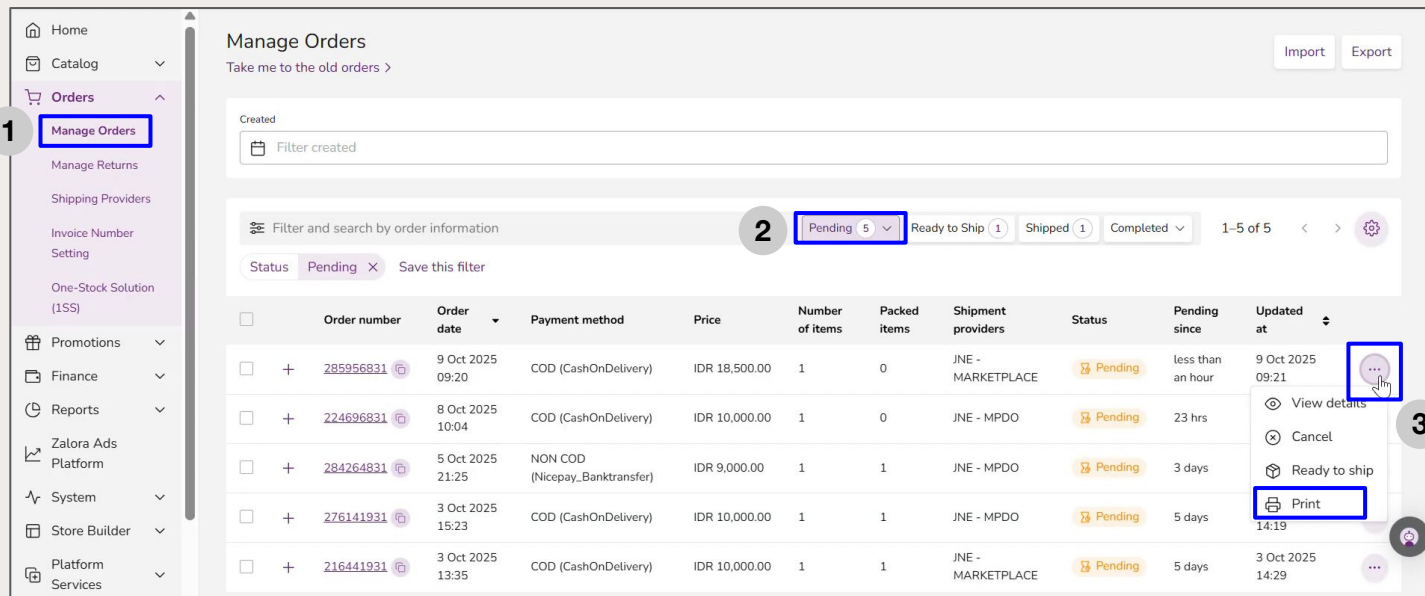
ZALORA

**Order Processing
Standard Delivery
Multi Pick Up dan
Drop Off**



Cara Proses Order Pada Tampilan Baru Seller Center - Standard Delivery (1/4)

- 1 Pilih **Orders > Manage Orders**
- 2 Pilih **filter Pending** untuk melihat semua order dengan status *Pending*
- 3 Klik icon  untuk print dokumen yang diperlukan, kemudian klik “**print**”



The screenshot displays the 'Manage Orders' interface in the Seller Center. The left sidebar contains navigation links, with 'Manage Orders' highlighted under the 'Orders' section. The main area shows a filter for 'Pending' orders, with a dropdown menu indicating 5 items. Below the filter, a table lists the orders. The first order is selected, and a context menu is open, showing options like 'View details', 'Cancel', 'Ready to ship', and 'Print'. The 'Print' option is highlighted.

Manage Orders
Take me to the old orders >

Created
Filter created

Filter and search by order information

2 Pending 5 Ready to Ship 1 Shipped 1 Completed 1-5 of 5

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
☐	+ 285956831	9 Oct 2025 09:20	COD (CashOnDelivery)	IDR 18,500.00	1	0	JNE - MARKETPLACE	Pending	less than an hour	9 Oct 2025 09:21
☐	+ 224636831	8 Oct 2025 10:04	COD (CashOnDelivery)	IDR 10,000.00	1	0	JNE - MPDO	Pending	23 hrs	
☐	+ 284264831	5 Oct 2025 21:25	NON COD (Nicepay_Banktransfer)	IDR 9,000.00	1	1	JNE - MPDO	Pending	3 days	
☐	+ 276141931	3 Oct 2025 15:23	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MPDO	Pending	5 days	
☐	+ 216441931	3 Oct 2025 13:35	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Pending	5 days	

3

View details
Cancel
Ready to ship
Print

Cara Proses Order Pada Tampilan Baru Seller Center - Standard Delivery (2/4)

4 Pilih “invoice” dan “shipping label” > Print > Next > Set Packed > Klik icon print

Print Documents

Please choose type of document you would like to print.

- ☒ Select all printable documents
- ☐ Stock checklist
- ☐ Picklist
- ☒ Invoice
- ☒ Shipping label
- ☐ Export invoice

Cancel **Print** Export

4fb3cefe-94aa-45f0-81b1-5f110c... 1 / 3 68% +

Success

Orders set to packed by marketplace successfully

1

2

ZALORA
MARKETPLACE

MERCHANT INVOICE

Customer : sarah ayu
Jl Test 123
12260, Jakarta Selatan
08123456789 /

Nomor Order : 285956831
Nomor Invoice : 4838
Package No. : MPDS-285956831-1797
Tanggal : 09 Oct 2025
Metode Pembayaran : COD

Produk	SKU	Package No.	Harga	Tanggal Pembelian
Produk 1	SKU 1234	MPDS-285956831-1797	10.000.00	09/10/2025

Total Sebelum PPN : Rp 17.000.00
PPN : Rp 0.00
TOTAL : Rp 17.000.00

Terdapat fitur tambahan tersedia di area pengaturan seller. Untuk mengetahui lebih detail informasi terkait fitur ini, silakan kunjungi halaman pengaturan seller di Seller Center.

Ready to Ship

1 Delivering 2 3 4

Please select a delivery provider*

JNE - MARKETPLACE

ⓘ

You are not allowed to change pre-selected shipment provider because configuration is not enabled. Please contact your Zalora Team.

Cancel **Next**

Enter missing information for printing

✓ 2 ✓ Invoice Number

Order #285956831

Invoice Number*

4838

ⓘ

Tracking ID will be automatically generated

Cancel **Set Packed**

Cara Proses Order Pada Tampilan Baru Seller Center - Standard Delivery (3/4)

5 Klik icon  > Ready to ship > Confirm

Ready to Ship

✓

✓

✓

4 Confirmation

Order No.	Invoice No.	Items	Shipment	Tracking ID
285956831	4838	1/1	JNE - MARKETPLACE	0151332501729523

Cancel

Confirm

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Take me to the old orders >

Created

Filter created

Filter and search by order information

Pending 5

Ready to Ship 1

Shipped 1

Completed

1-5 of 5

Status Pending

Save this filter

	Order number	Order date	Payment method	Price	Number of items	Packed items	Shipment providers	Status	Pending since	Updated at
☐	+ 285956831	9 Oct 2025 09:20	COD (CashOnDelivery)	IDR 18,500.00	1	1	JNE - MARKETPLACE	Pending	less than an hour	9 Oct 2025 09:45
☐	+ 224696831	8 Oct 2025 10:04	COD (CashOnDelivery)	IDR 10,000.00	1	0	JNE - MPDO	Pending	23 hrs	
☐	+ 284264831	5 Oct 2025 21:25	NON COD (Nicepay_Banktransfer)	IDR 9,000.00	1	1	JNE - MPDO	Pending	3 days	
☐	+ 276141931	3 Oct 2025 15:23	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MPDO	Pending	5 days	
☐	+ 216441931	3 Oct 2025 13:35	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Pending	5 days	

Success

Orders set to packed by marketplace successfully

View details

Cancel

Ready to ship

Print

Cara Proses Order Pada Tampilan Baru Seller Center - Standard Delivery (4/4)

- 6 Klik kolom **“Ready to Ship”** untuk check **nomor order** yang telah anda proses sudah **berubah status** menjadi **“Ready to Ship”**
1. Tunggu kurir untuk pick up jika menggunakan standard delivery pick up
 2. Silahkan drop off paket ke ekspedisi yang digunakan jika menggunakan standard delivery drop off

Status pesanan akan berubah secara otomatis menjadi **“Shipped”** (maks Hari ke-2)

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Manage Orders

Take me to the old orders >

Created

Filter created

Filter and search by order information

Pending 5

Ready to Ship 1

Shipped 1

Completed

1-2 of 2

Status Ready to Ship X Save this filter

	Order number	Order date	Payment method	Price	Number of items	Packed items	Shipment providers	Status	Pending since	Updated at	
☐	+ 285956831	9 Oct 2025 09:20	COD (CashOnDelivery)	IDR 18,500.00	1	1	JNE - MARKETPLACE	Ready to Ship	less than an hour	9 Oct 2025 09:46	  
☐	+ 247941931	3 Oct 2025 14:31	COD (CashOnDelivery)	IDR 10,000.00	1	1	JNE - MARKETPLACE	Ready to Ship	5 days	8 Oct 2025 16:44	  

Dokumen yang harus dimasukkan ke dalam Pesanan saat Pengiriman

1. Invoice

Masukkan Invoice ke dalam paket pengiriman

2. Ordered Product(s)

Cek kembali SKU/Size/Colour/Quality untuk mengurangi kemungkinan produk retur

3. Packaging

Use your own packaging material or purchase from ZALORA website



4. Shipping Label

Print dan tempelkan Shipping Label pada packaging pengiriman

ZALORA