ZALORA

Order Management

Oct 2025

Tips for Processing Orders

1. Update inventory regularly in Seller Center to avoid any mismatch between the amount of stocks in the system vs. warehouse.
2. Allocate sufficient stocks to prevent out of stock, especially if you sell on multiple e-commerce platforms. Please be reminded that out of stock cancellation is subject to Additional Fees.
3. Remember to update inventory in Seller Center no less than 1 week prior to the beginning of the sales periods.

SELLER CENTER

1. Check order backlog in Seller Center at least twice a day. More frequent checks are highly recommended during campaign periods.
2. Prioritize processing orders first-in, first-out.
3. Check the status of your orders before packing.
   If you ship a canceled order, unfortunately, this will be considered a free gift to the customer.

1. Hire sufficient manpower if order volume is expected to increase, especially during campaign periods.
2. Train new and existing staffs to process large orders effectively.

1. **Only update orders to Ready to Ship status when they are ready for 3PL pick-ups.**
2. Ensure you are at the designated pick-up location when our 3PL comes to collect your orders. Kindly fill in VUF Form for any changes to the pickup address.
3. Escalate to your Account Manager or via Contact Us Form with "Operations/Pick-Up Request" as the Contact Reason immediately if the 3PL does not show up to pick up your orders within 2 business days after the order status is updated to Ready to Ship.
4. In case of any internal system changes/issues, warehouse holidays, or expected processing delays, please notify ZALORA at least 14 days in advance.

Seller Handling Time (SHT)

- **Cut-off:**
  - Orders created before 11:00 AM: Ready to Ship within the same business day
  - Orders created at or after 11:00 AM: Ready to Ship by 11:00 AM next business day

- Orders shall be packed and updated to Ready to Ship status **within 1 business day**. This duration is calculated based on the time difference between order creation and Ready to Ship.

- Failure to meet the SHT will result in **Delayed Dispatch Fee, automatic order cancellation, and Cancellation Fee per cancelled item**.

- Customer are allowed to cancel any orders in **Pending** status. Check the order status on Seller Center before packing the order.
  If you ship a canceled order, unfortunately, this will be considered a free gift to the customer.

- **ZALORA's Customer Service Team** relies on the order statuses to update customers when they contact us.

1 Business Day = Ready to Ship Time - Order Creation (Pending) Time

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.

Status ***Pending to Ready to Ship***

Day 0 — **Order Creation / Pending Day**

Day 1

Day 2 — **Delay Dispatch Fee**

Day 3 — **Order cancellation + Cancellation Fee**

Status ***Ready to Ship*** to ***Shipped***

Day 0 — **Ready to Ship day**
Only update orders to Ready to Ship status when they are ready for 3PL pick-ups. Otherwise, Failed Pick-Up Fee will be charged for each pick-up attempt.

Day 1

Day 2 — **3PL should attempt pick-up within 2 business days. Escalate to your Account Manager or via Contact Us Form with "Operations/Pick-Up Request" as the Contact Reason immediately.**

Day 3

Day 4

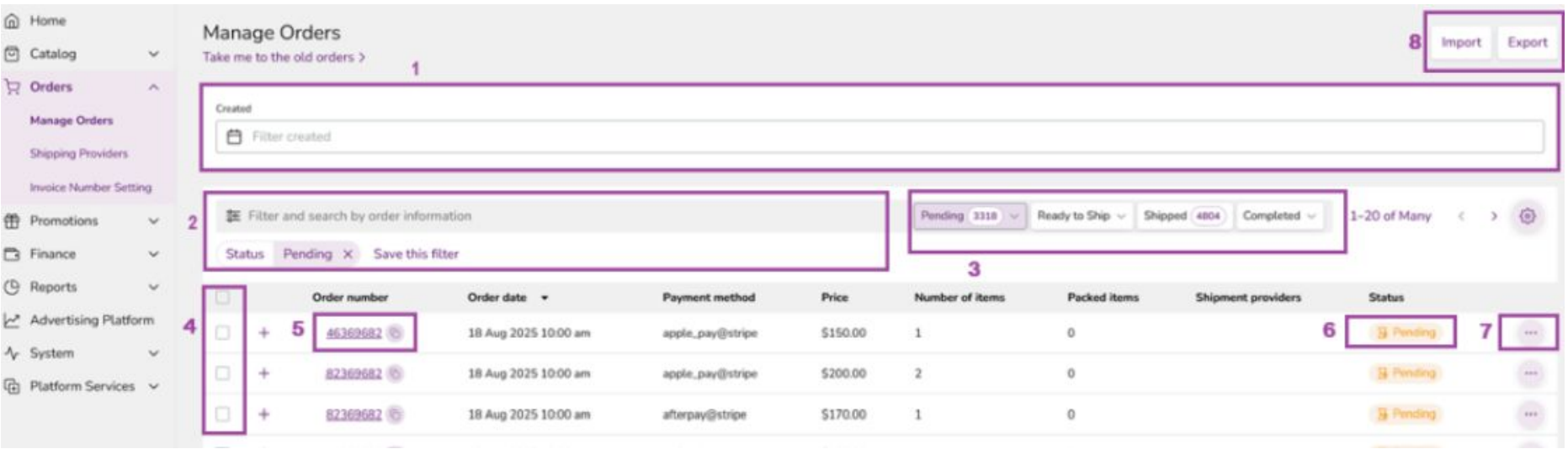
Day 5 — **Order cancellation + Cancellation Fee**

* Cancellation SLAs are on business days
* Automatic order cancellations may not apply during seller's approved lead time extension

Lead Time Extension

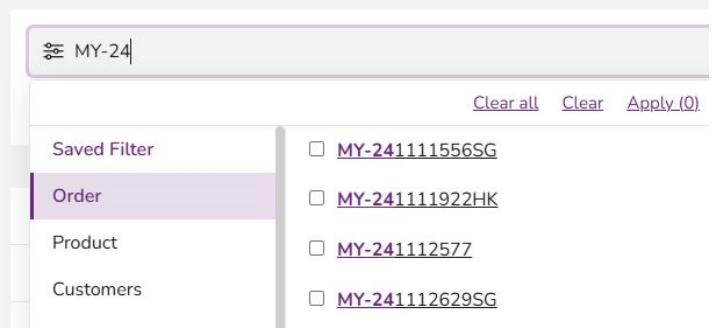
- If sellers face any issues, sellers may apply for lead time extension by reaching out to Account Manager or via Contact Us Form with “Operations/Order Processing” as the Contact Reason.
- The lead time extension can be applied for orders that are in Pending and Ready to Ship status.
- For existing orders/orders placed, impacted order numbers, customer name, and customer phone number are required as affected customers will be updated on the delay.
- If sellers are still unable to fulfill the orders within the **extended lead time**, the **orders will be cancelled** and sellers will be charged with the **cancellation fees per cancelled item**.

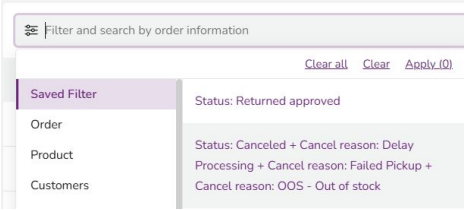
Order Overview



#	Component Description	#	Component Description
1	Date Filter to search/narrow down the orders based on their creation date	5	Order Number Click on the order number opens the order details page Click on the 📄 icon copies the order number
2	Further filter and search functionality	6	Display of the order status
3	Quick filter for order status	7	Available order actions, e.g. view details, change status to ready to ship, cancelled, print documents
4	Select boxes for bulk/mass actions on selected orders Any action will be applied to all order items of the selected orders	8	Import/Export functionality

Filter and Search

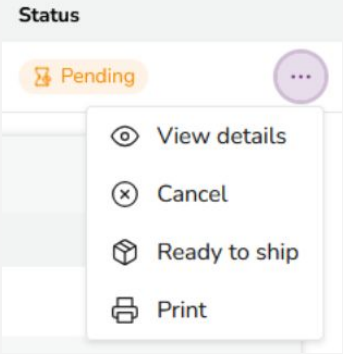




Action	Description
Select Search item	e.g. Order Number By typing, possible matching results will be displayed. By double clicking on a specific search result, the option will be selected and the filtered result will be displayed. If multiple results should be displayed, the select box can be used to choose which results should be selected. When clicking on “Apply”, the search will be executed and the matching results will be displayed. *Note: If an order status is selected, matching orders will not be displayed if the order status does not match the active status in the filters.*
Save filter	It is possible to save frequently used filters. Once a filter is saved, it will be available as the first option when opening the search bar. *Note: Up to 5 filters can be saved at the same time. If a new one should be added, a previous saved filter needs to be deleted.*
Status search	Only one status can be selected at a time. Only when “all” orders are selected, multiple order status will be displayed.

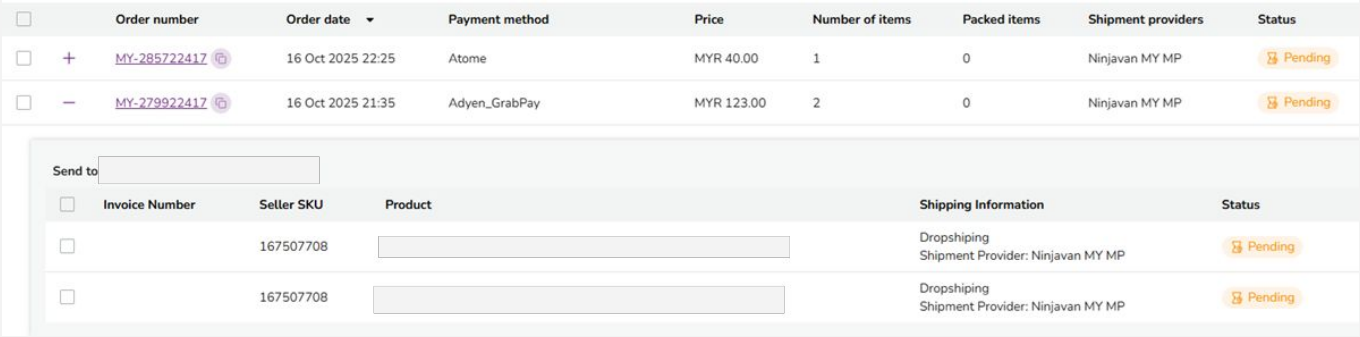
Actions

Depending on the current status of the order (items), different actions are available.
Click on “View details” to review the order details.
Click on “+” icon to review the item details.
Printing order documents will start the order processing process, which means the order items of the selected order will be (digitally) packed and are ready for move to the “Ready to Ship” status.



Allowed status transitions:

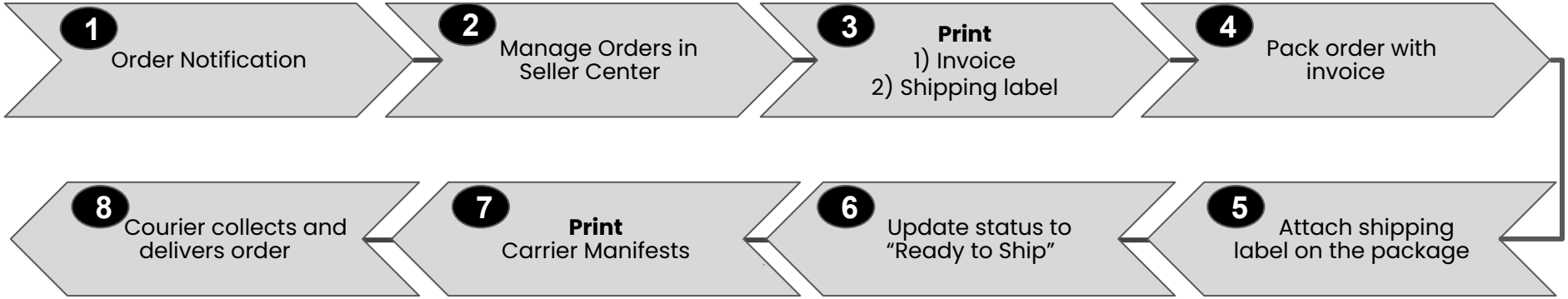
- Pending ⇒ Cancelled, Ready to Ship
- Ready to Ship ⇒ Shipped, Cancelled
- Shipped ⇒ Delivered, Failed Delivery
- Delivered ⇒ Returned
- Cancelled ⇒
- Failed Delivery ⇒
- Returned ⇒



ZALORA

Orders Processing

Order Processing Flow



Step 1 & 2: When you receive new order notification email, log in to Seller Center -> Orders -> Manager 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 status to "Ready to Ship" to automatically schedule parcel(s) pick-up from courier.

Step 7: Print 2 copies of Carrier Manifests

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 1 copy as proof of pick-up for at least a quarter (3 months) from pick-up date.

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

ZALORA

YOU HAVE A NEW ORDER!

Dear ,

This is to notify you that an order has been placed for one or more of your products.

Here are the order details:

Order Number :
Products Purchased :

View and manage your orders here.

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.

For assistance, please feel free to contact our team at Seller Helpdesk.

Email address in Seller Center's Profile and active users will be notified of new order(s) via a notification email as and when an order is placed.

This will include a link to the **Manager Orders** tab in Seller Center.

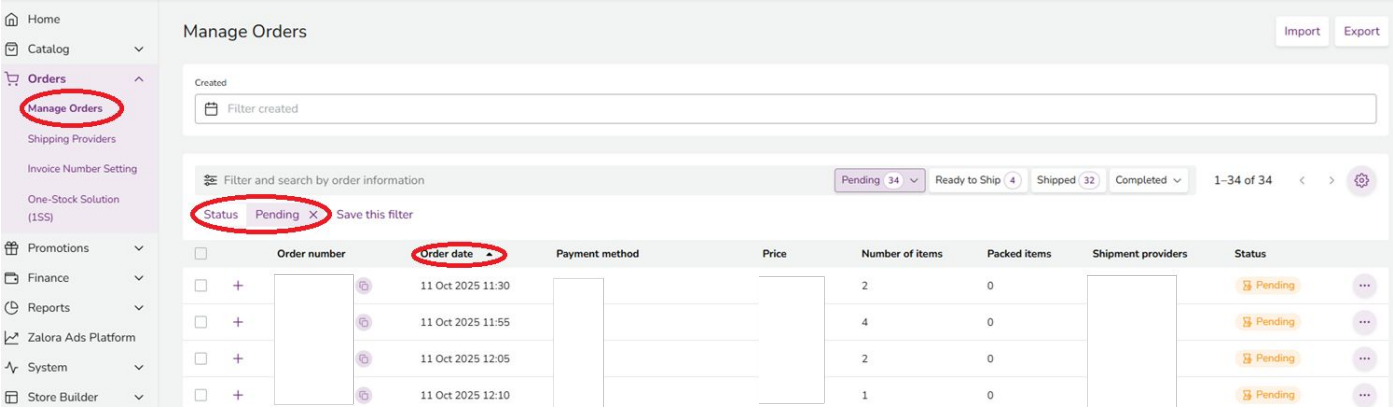
Alternatively, you could keep yourself updated by logging in to Seller Center daily to check on new order(s).

Important 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.

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

Processing Orders - FIFO Method

FIFO METHOD: First In, First Out, orders that come in first shall be processed first



How?

- Step 1: Orders -> Manager Orders - default filter = Pending status
- Step 2: Click “Order date” to sort oldest to newest

Why? Process the older orders first, thereby reducing lead time and chances of delaying orders.

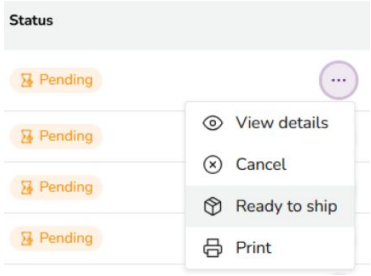
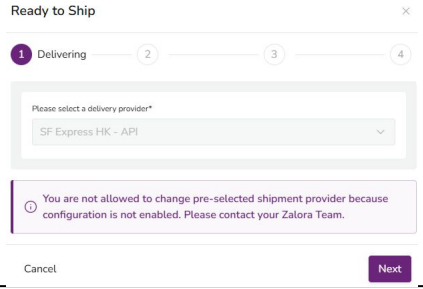
Order Processing

Ensure orders are packed before updating to “Ready to Ship” status

Order processing can be done via the Seller Center website, via file upload or via API.

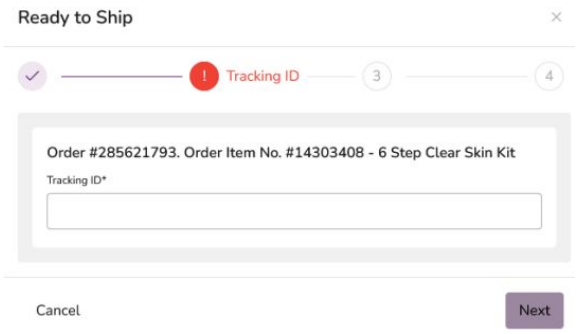
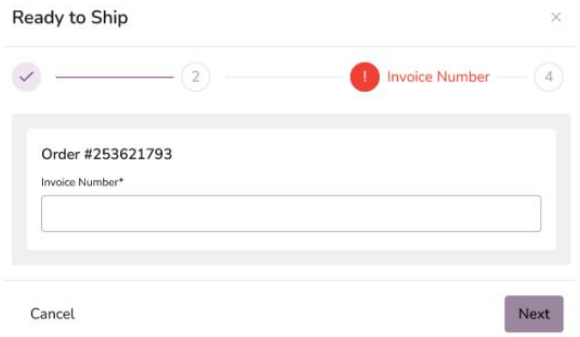
Set status to Packed

The “packed” status is a digital sub-status on the step towards “Ready to Ship”. It reflects that the order items will be packed together within the same package and send out to the customer together.

Action	Image
As “packed” is not an actual status, it can only be set within the transition to “Ready to Ship”. Click on the "..." icon on the right of an order. *Note: If the order contains more than 1 item, clicking the “Ready to ship” action will update ALL items of the order and pack them (digitally) within the same package.*	
Click on “Ready to ship” and a modal window opens, where the shipment provider needs to be selected. Depending on configurations, the shipment provider may be pre-assigned and can’t be changed.	

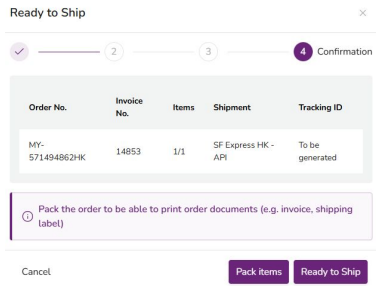
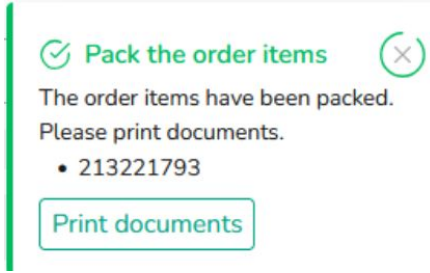
Order Processing

Set status to Packed

Action	Image
Click on “Next” and the next slide opens, where the Tracking Code needs to be provided. This step is skipped by the system, if the tracking code gets automatically retrieved.	
Click on “Next”, the invoice number can be entered, which will appear on the printed invoice document. This step is skipped by the system, if the invoice number gets automatically generated.	

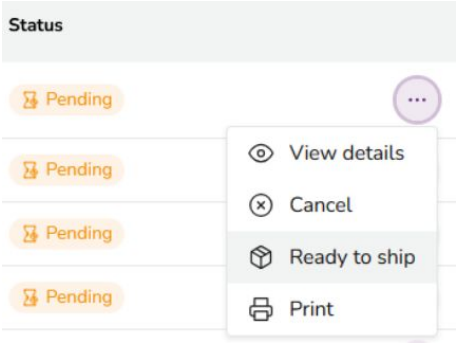
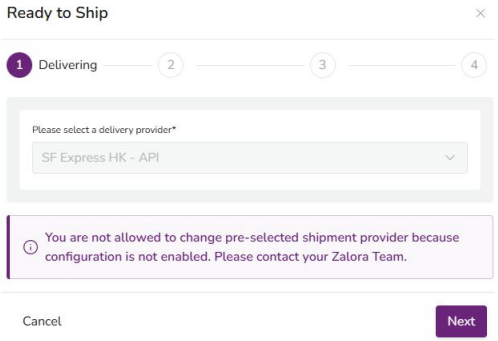
Order Processing

Set status to Packed

Action	Image
The last step is the shipment summary with all the information that was entered/automatically generated. Click on “Pack items” to flag the order as “Packed”, which creates the package digitally.	
Once clicked on “Pack items”, the modal window closes and a notification will appear on the top right corner, which prompts. There will be the option in place to print the documents.	

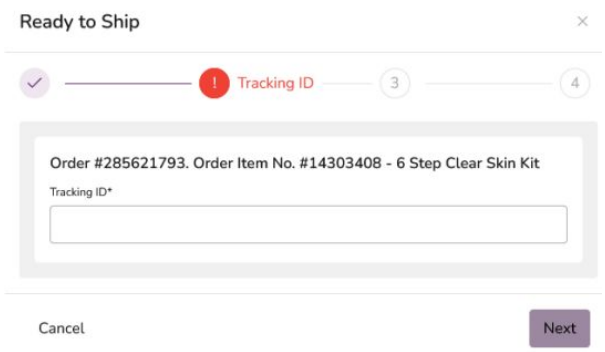
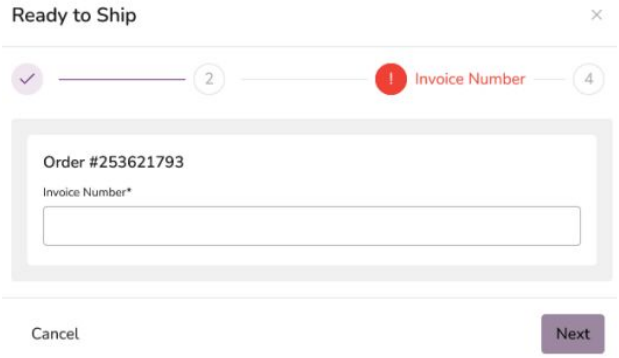
This step allows for printing already relevant documents, before the order items get finally packed (physically) in a package. This way, in case the pick up by the shipment provider happens quick, everything is already ready.

Set status to Ready to Ship

Action	Image
Click on the "..." icon on the right of an order. *Note: If the order contains more than 1 item, clicking the "Ready to ship" action will update ALL items of the order and pack them (digitally) within the same package.*	
Click on "Ready to ship" and a modal window opens, where the shipment provider needs to be selected. Depending on configurations, the shipment provider may be pre-assigned and can't be changed.	

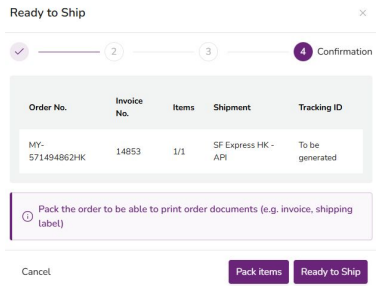
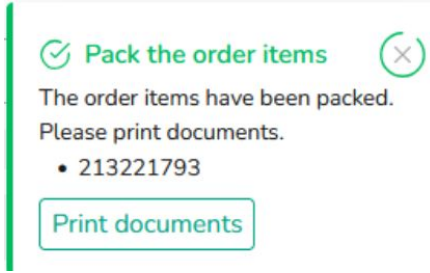
Order Processing

Set status to Ready to Ship

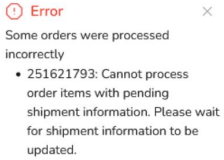
Action	Image
Click on “Next” and the next slide opens, where the Tracking Code needs to be provided. This step is skipped by the system, if the tracking code gets automatically retrieved.	
Click on “Next”, the invoice number can be entered, which will appear on the printed invoice document. This step is skipped by the system, if the invoice number gets automatically generated.	

Order Processing

Set status to Ready to Ship

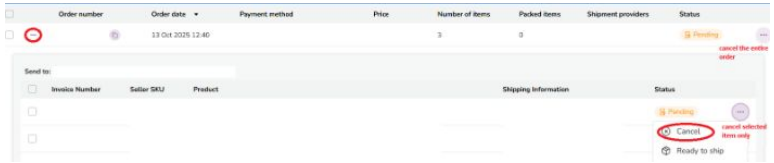
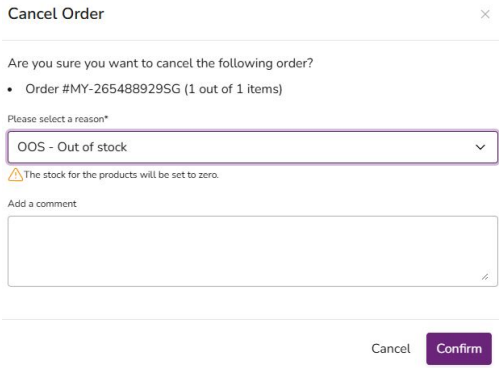
Action	Image
The last step is the shipment summary with all the information that was entered/automatically generated. Click on “Ready to Ship” to flag the order as “Ready to Ship”, which creates the package digitally as well as changes the status from Pending to Ready to Ship.	
Once clicked on “Ready to Ship”, the modal window closes and a notification will appear on the top right corner, which prompts. There will be the option in place to print the documents.	

In case the shipping label is retrieved from the Shop system, it can happen that the document is not yet ready.
If this is the case and the error message is displayed, please wait a few moments and try again.



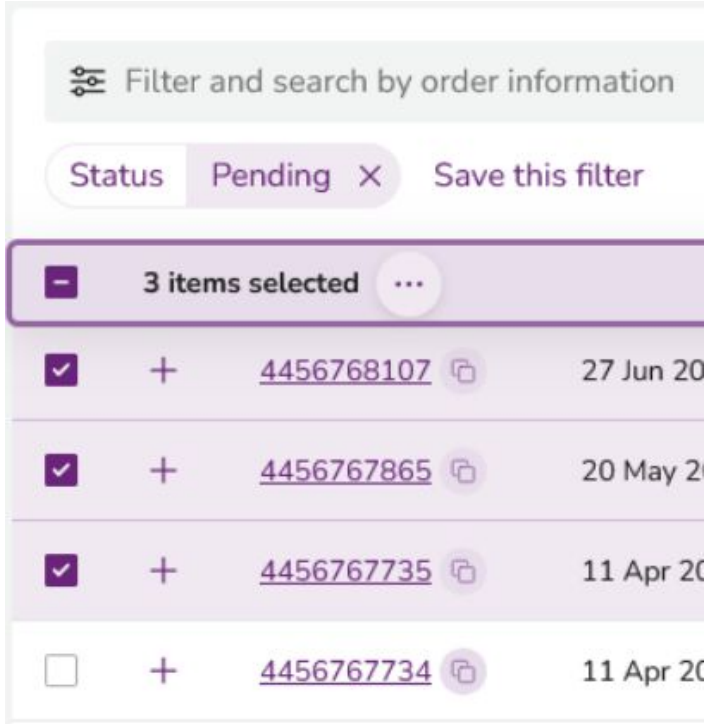
Reminder to reprint invoice if you had cancelled one of the items in an order.

Set status to Canceled

Action	Image
Click on the "..." icon on the right of an order. *Note: If the order contains more than 1 item, clicking the "Cancel" action will update ALL items of the order.* *If only selected item/s is/are Out of Stock, click "..." icon on the same row as the Seller SKU -> click "Cancel" to cancel the item.*	
Click on "Cancel" and a modal window opens, where the reason needs to be selected. Once "Confirm" is clicked, status is updated. *Note: Canceling an order with "OOS - Out of Stock" or "OOS - System Issues" will set the stock for the products to zero.*	

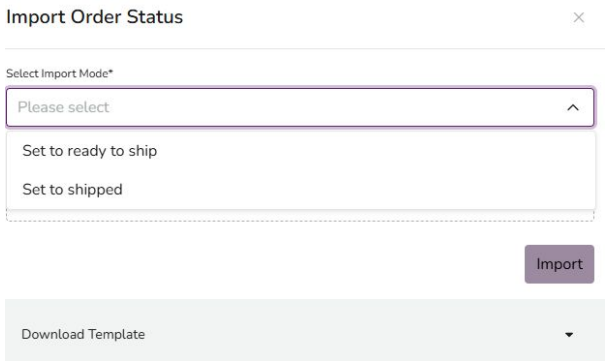
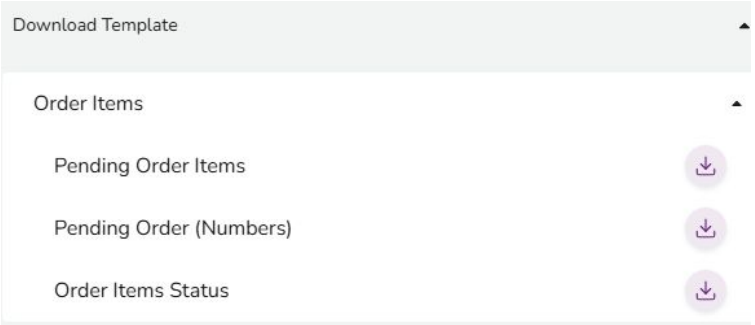
Bulk Order Processing

Via the UI

Action	Image
On the left of each row, the select boxes allow for selection. Based on the order, limited actions are available. If the selected orders share the same status, all of them can be processed to a new status or relevant printing options are available. To see available actions in place, click on the "..." in the header-row.	

Bulk Order Processing

Via file upload

Action	Image
Click on “Import” in the top right corner and a modal window opens. If a file is prepared, select import mode and select the prepared file accordingly. <u>Available import modes:</u> - Set to ready to ship - Set to shipped	
If file is not prepared yet, download an example template by expanding the Download Template section. <u>Available templates:</u> - Pending Order Items - Pending Order (Numbers) (same behaviour as order items, but only the order number is required to be added) - Order Items Status template (to update to any of the available status)	

Bulk Order Processing

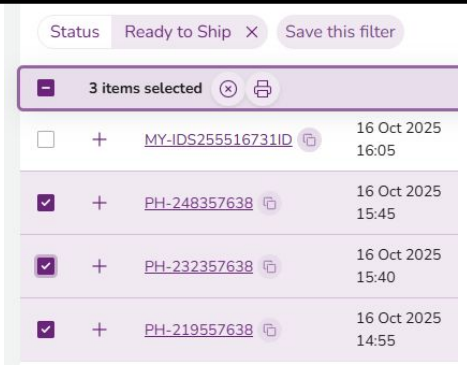
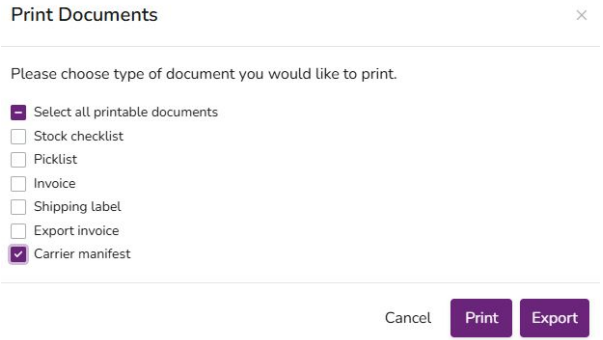
Via file upload

Action	Image
Pending Order Items template Adding each order item id in a single line will create separate (digital) packages for each order item. In order to create one (digital) package for many order items (of the same order), the line/cell needs to have all order items in a comma separated manner.	**Single package for each order item** A: Order Item Ids; B: Delivery Type; C: Shipping Provider; D: Tracking Code 2: 345678, Dropship, Shipment Provider, 888777666555444333 3: 6655442, Pickup 4: 125442, Send to Warehouse **Package with 3 order items included** A: Order Item Ids; B: Delivery Type; C: Shipping Provider; D: Tracking Code 10858,10859,10860, Dropship, Kerry Logistics (TW-TW route), 365222
Pending Order (Numbers) template To avoid having to list each order item within the same cell/line when uploading the file, it is possible to only utilize the order number. This way all order items which are part of the order will change status accordingly (where applicable).	A: Order Number; B: Delivery Type; C: Shipping Provi; D: Tracking Code 2: 39790372, Dropship, Shipment Prov, FEDEX-1001000 3: 20992605, Pickup 4: 21253454, Send To Warehouse
Order Items Status template This template allows to list the order items for subsequent status changes. Note: If an order item is part of package, it is enough to include only one order item id within the file. All items which are part of the same package will be automatically updated as well.	Order Item Ids 345678 6655442

Manifest

A manifest is a document and process which is used to group multiple orders together. Especially 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

Action	Image
On the Order Overview page, click the quick filter for “Ready to Ship”. Select orders that should be shipped out together. Click on the “Print” icon.	
Select “Carrier Maniest” and click either “Print” or Export”	

Manifest

Sample Carrier 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	JT0007947229380	1

Total of Packages	3
Date: 16 Oct 2025	Signature

- 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.
- Print 2 copies of Carrier Manifest
- Kindly 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.
- Please keep 1 copy of Carrier Manifests as proof of pick-up for at least a quarter (3 months) from pick-up date.

Documents to be included in the order upon delivery

1. Invoice

Please print the invoice from Seller Center and include in the parcel with the products.

2. Shipping label

Print these directly from Seller Center in A4 paper and insert these in a clear pouch or envelope on the sealed parcel.

3. Ordered Product(s)

Double check the SKU/Color/Size/Quality of products to minimize possibility of returns.

4. Packaging

Purchase from here or use your own packaging material.

Sellers are responsible to pack all orders safely to ensure product and service quality and to avoid any loss or damage upon delivery, especially for high-risk products i.e beauty category.

Dos & Don’ts

TOPIC	DO	DON’T
TN # not generated	Escalate via Contact Us Form with “Operations/Order Processing” as the Contact Reason immediately	**DO NOT** input the TN # manually (risk cancellation, no tracking, COD issues, liability)
The same customer places multiple orders	1 order = 1 flyer = 1 AWB/TN	**DO NOT** pack multiple orders into 1 parcel (3PL scans only one TN #; payment/COD issues)
One order with multiple items	Process on order level (**NOT** item level)	**DO NOT** process an order with multiple items separately (multiple TNs split COD, cause status/payment issues)

ZALORA