



**eBay fulfilment By Orange Connex**

# **Seller Manual**

**- Shipping and Delivery -**

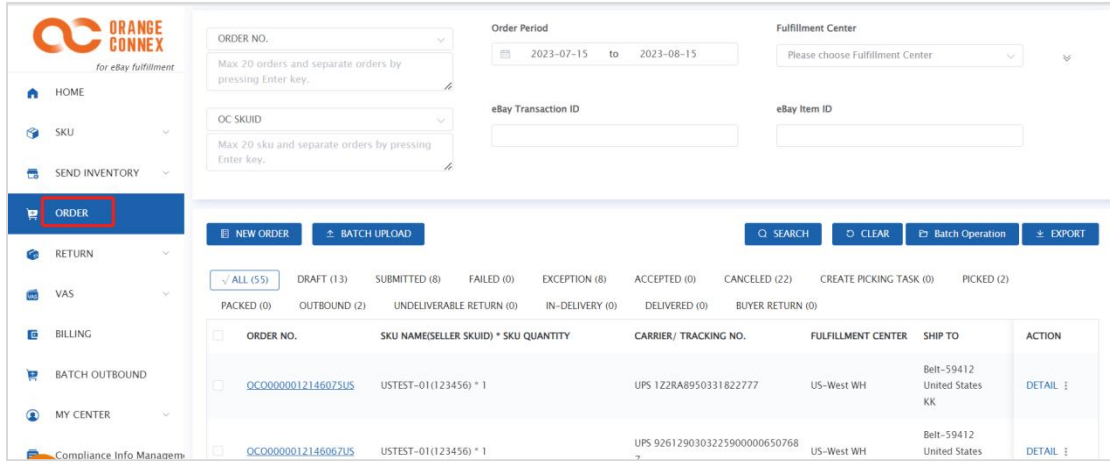
**Effective date: 2<sup>nd</sup> November 2023**

Orange Connex reserves the right to modify the User Manual at any time by posting the updated version on Our Official Website or sending it to your email account as notice to you.



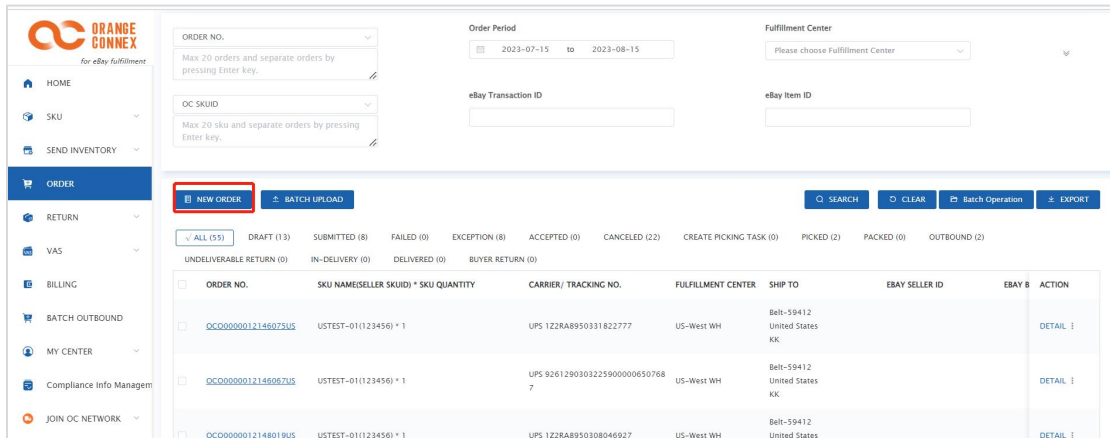
# Non-Auto Fulfilment Orders

To send a non-eBay order from another selling platform, click 'New Order' on the left-hand navigation. There are three ways you use the multi-channel capability.



## Option 1: Manually Create an Outbound Order

a. Click on NEW ORDER.



b. Select the fulfilment centre you would like the SKU shipped from and the sales channel

c. Enter your customer's name, address, and contact information.

**Order Information**

\* Fulfillment Center:  \* Sales Channel:

Seller Order Reference No.:

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**Shipping Address**

Given Name:  \* Family Name:

Company Name:  \* Street Address 1:

- d. Add the relevant SKU(S) to your order.
- e. Select delivery service.
- f. Click **Submit**.

### Option 2: Batch Upload Outbound Orders

- a. Click on **BATCH UPLOAD**

ORDER NO.  Order Period: 2023-07-15 to 2023-08-15 Fulfillment Center:

OC SKUID  eBay Transaction ID  eBay Item ID

**BATCH UPLOAD** [SEARCH] [CLEAR] [Batch Operation] [EXPORT]

ALL (55) DRAFT (18) SUBMITTED (8) FAILED (0) EXCEPTION (8) ACCEPTED (0) CANCELED (2) CREATE PICKING TASK (0) PICKED (2) PACKED (0) OUTBOUND (2)

ORDER NO.	SKU NAME(SELLER SKUID) * SKU QUANTITY	CARRIER/ TRACKING NO.	FULFILLMENT CENTER	SHIP TO	EBAY SELLER ID	EBAY #	ACTION
<input type="checkbox"/> OC00000012146073US	USTEST-011123456 * 1	UPS 122RA8950331822777	US-West WH	Belt-59412 United States KK			DETAIL
<input type="checkbox"/> OC00000012146067US	USTEST-011123456 * 1	UPS 92612903022590000650768	US-West WH	Belt-59412 United States			DETAIL

- b. Download the template provided.

YOU ARE HERE > ORDER

### Batch Upload Orders

**Tips:**

- Please download the batch template file [template](#).
- Please fill in all required fields and follow **formatting** instructions. Otherwise, the upload will fail.
- Please upload the order information in XLS or XLSX format.

**Tips:** Imported file has maximum 2000 rows. If your file has more than 2000 rows within both tabs, please split into multiple files. Thanks for your cooperation.

**Upload Orders**

Select from your computer

The size of the uploaded file cannot exceed 10 MB.

**Upload Records**

Start date  to End date

TIME	RESULT	RESULT OVERVIEW	ERROR FILE
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- c. Fill in columns A to R in the Outbound Order Info Tab. Fill in columns A to I in the SKU Info tab.

	A	B	C	D	E	F	G	H	I
1	Fulfillment Center	Sales Channel	eBay Order ID	Seller Order Reference No.	Country code	State	City/Town	Street Address 1	Street Address 2
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									

d. Upload your file.

### Option 3: Create outbound order using an eCommerce ERP system.

Please refer to the 3PP manual for more information regarding multichannel via your 3PP account.

You can review the status of outbound orders under the “ORDER” tile on your Orange Connex account.

- **DRAFT** - Saved as a draft, needs editing.
- **SUBMITTED** - The order has been submitted.
- **FAILED** - The outbound order was rejected by the OC platform.

If an outbound order fails to be created, an error Code will be displayed for the outbound order. Possible errors are listed below:

- Postcode error
- Express Service is not available for the area
- Packing Material
- Order allocation
- Inventory loss

Please contact our Customer Service Team for assistance.

- **EXCEPTION** - Exceptions in the outbound process such as undeliverable cases.
  - **ACCEPTED** - The order has been accepted by the fulfilment .
  - **CANCELED** -The order is cancelled.
  - **CREATE PICKING TASK** -The fulfilment centre has created a picking task based on the outbound order.
  - **PICKED** - The order has been picked.
  - **PACKED** - The order has been packed.
  - **OUTBOUND** - The order has been handed to last-mile carrier.
  - **UNDELIVERABLE RETURN** - Outbound returned to the fulfilment centre due to delivery failure.
  - **IN-DELIVERY** - The order is in the process of being delivered.
  - **DELIVERED** - The order has been delivered to the end-customer.