



Creating An Outbound Order



Fulfillment By Daraz

- **Fulfillment by Daraz or FBD** is a hassle-free solution provided by Daraz for its sellers, an **end to end fulfillment service** whereby we **store, pick, pack and ships products** on the seller's behalf directly from our network of Daraz Fulfillment centers (Warehouse)
- In this presentation, you will learn all about **Outbound Orders (OO)** and how to create them
- An outbound order is created if you want to receive back the products you initially stored at the warehouse



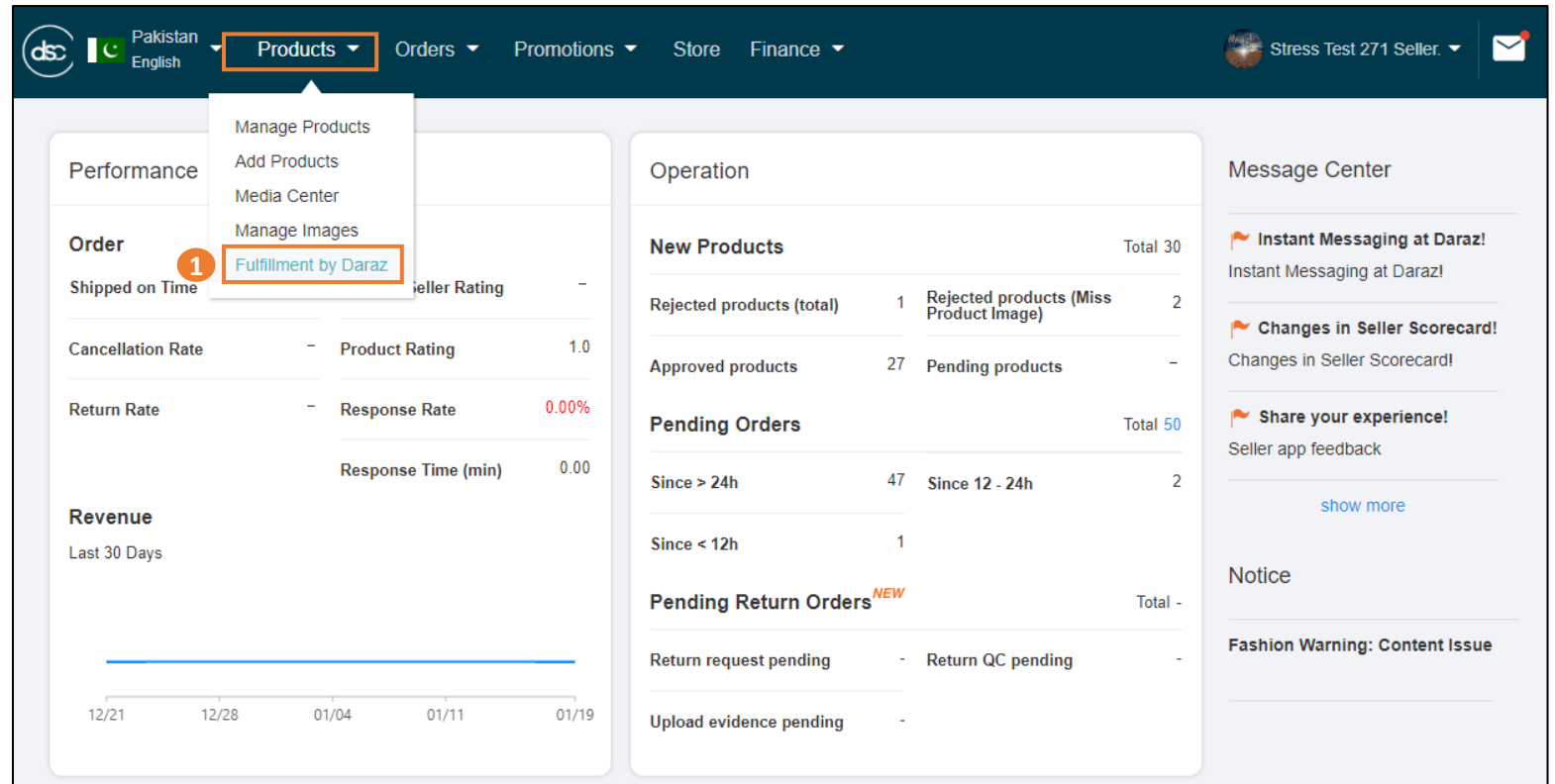
How To Access The FBD Portal?

To access the FBD Portal:

Log in to the Seller Center with your **registered login ID & password**

Step 1: Click on the Products Tab, and then click on Fulfillment by Daraz

By clicking on the Fulfillment by Daraz option, you will be directed to the **Daraz Supply Chain Management Portal**



The screenshot shows the Daraz Seller Center dashboard. The top navigation bar includes the Daraz logo, language selection (Pakistan English), and a main menu with 'Products', 'Orders', 'Promotions', 'Store', and 'Finance'. The 'Products' dropdown menu is open, showing options: 'Manage Products', 'Add Products', 'Media Center', 'Manage Images', and 'Fulfillment by Daraz' (highlighted with a red box and a red circle with the number 1). The dashboard content is divided into three main sections: 'Performance' (with metrics like Shipped on Time, Cancellation Rate, Return Rate, Product Rating, Response Rate, and Response Time), 'Operation' (with 'New Products' and 'Pending Orders' tables), and 'Message Center' (with notifications like 'Instant Messaging at Daraz!', 'Changes in Seller Scorecard!', and 'Share your experience!').

| Metric | Value |
|---------------------|-------|
| Shipped on Time | - |
| Cancellation Rate | - |
| Return Rate | - |
| Product Rating | 1.0 |
| Response Rate | 0.00% |
| Response Time (min) | 0.00 |

| Metric | Value | Total |
|--|-------|-------|
| Rejected products (total) | 1 | 30 |
| Rejected products (Miss Product Image) | 2 | |
| Approved products | 27 | |
| Pending products | - | |

| Metric | Value | Total |
|----------------|-------|-------|
| Since > 24h | 47 | 50 |
| Since < 12h | 1 | |
| Since 12 - 24h | 2 | |

| Metric | Value | Total |
|-------------------------|-------|-------|
| Return request pending | - | - |
| Return QC pending | - | |
| Upload evidence pending | - | |

Outbound Order

Create New OO

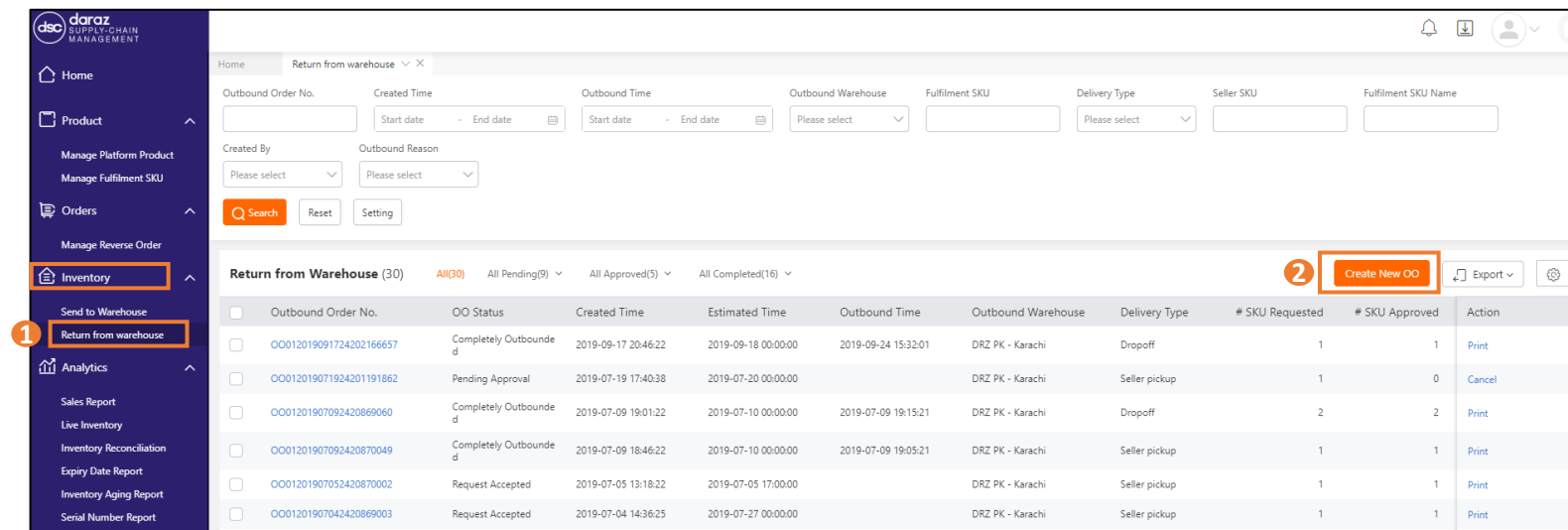
Step 1: Click on the Inventory Tab → Return from Warehouse

You can now see all your existing OO's and their status

Step 2: Click on Create New OO (to withdraw your items from Daraz Warehouse and get them back)

Functionalities available on this page are:

- Create New Outbound Order:** Sellers need to use this functionality to pull-out products from Daraz warehouses
- Outbound Order Details:** Sellers can see all the information in each OO such as the Outbound status, and list of SKUs
- Print Outbound Order**
- Search function**
- Export Outbound Order**



Return from Warehouse (30) All(30) All Pending(9) All Approved(5) All Completed(16)

Create New OO Export

| | Outbound Order No. | OO Status | Created Time | Estimated Time | Outbound Time | Outbound Warehouse | Delivery Type | # SKU Requested | # SKU Approved | Action |
|--------------------------|-------------------------|---------------------|---------------------|---------------------|---------------------|--------------------|---------------|-----------------|----------------|------------------------|
| <input type="checkbox"/> | OO012019091724202166657 | Completely Outbound | 2019-09-17 20:46:22 | 2019-09-18 00:00:00 | 2019-09-24 15:32:01 | DRZ PK - Karachi | Dropoff | 1 | 1 | Print |
| <input type="checkbox"/> | OO012019071924201191862 | Pending Approval | 2019-07-19 17:40:38 | 2019-07-20 00:00:00 | | DRZ PK - Karachi | Seller pickup | 1 | 0 | Cancel |
| <input type="checkbox"/> | OO01201907092420869060 | Completely Outbound | 2019-07-09 19:01:22 | 2019-07-10 00:00:00 | 2019-07-09 19:15:21 | DRZ PK - Karachi | Dropoff | 2 | 2 | Print |
| <input type="checkbox"/> | OO01201907092420870049 | Completely Outbound | 2019-07-09 18:46:22 | 2019-07-10 00:00:00 | 2019-07-09 19:05:21 | DRZ PK - Karachi | Seller pickup | 1 | 1 | Print |
| <input type="checkbox"/> | OO01201907052420870002 | Request Accepted | 2019-07-05 13:18:22 | 2019-07-05 17:00:00 | | DRZ PK - Karachi | Seller pickup | 1 | 1 | Print |
| <input type="checkbox"/> | OO01201907042420869003 | Request Accepted | 2019-07-04 14:36:25 | 2019-07-27 00:00:00 | | DRZ PK - Karachi | Seller pickup | 1 | 1 | Print |

Outbound Order

Outbound Order Form

When you click on Create New OO, an Outbound Order form will open in front of you. Fill in the required details.

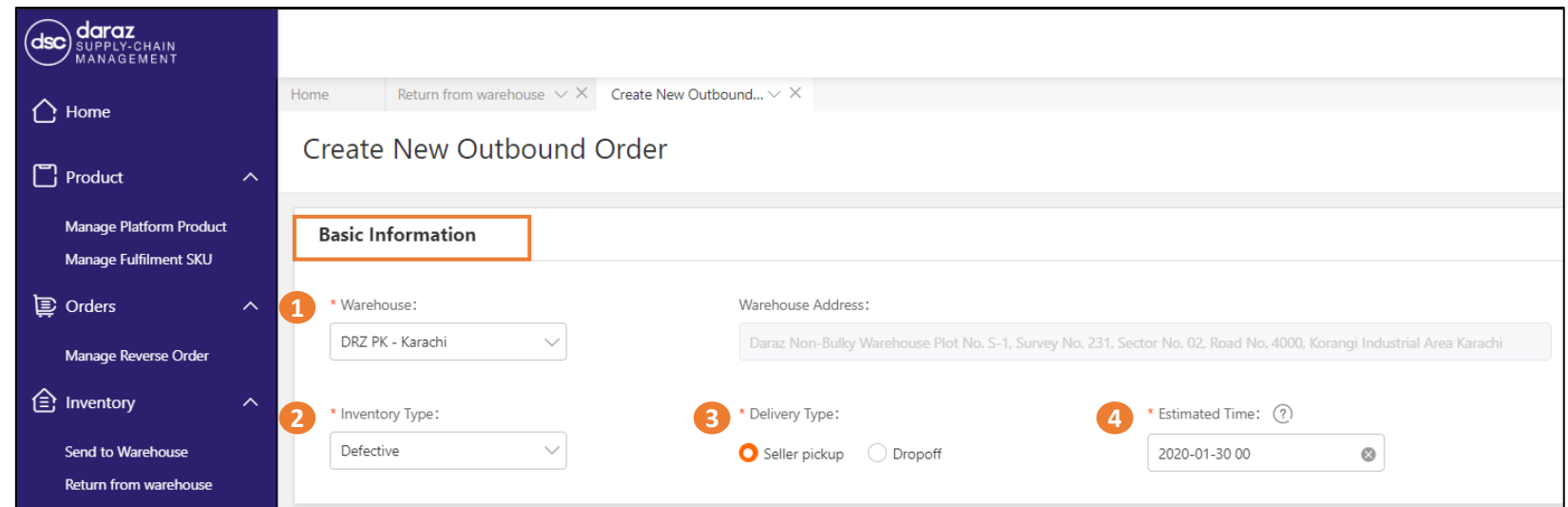
Basic Information

1. Warehouse: Select the Daraz Warehouse where your products are being stored

2. Inventory Type: Select whether the inventory is good or defective

3. Delivery Type: Select Seller Pickup if you want to pick up your items from our warehouse yourself. Select dropoff if you need our logistics team to drop off your items at your location for you

4. Estimated Time: Input the time when you want to pick up your products from the Daraz Warehouse



The screenshot shows the 'Create New Outbound Order' form in the Daraz Supply Chain Management system. The form is divided into a sidebar and a main content area. The sidebar contains navigation links: Home, Product, Orders, and Inventory. The main content area is titled 'Create New Outbound Order' and features a 'Basic Information' section. This section includes four numbered steps: 1. Warehouse (a dropdown menu with 'DRZ PK - Karachi' selected), 2. Inventory Type (a dropdown menu with 'Defective' selected), 3. Delivery Type (radio buttons for 'Seller pickup' and 'Dropoff'), and 4. Estimated Time (a calendar icon showing '2020-01-30 00'). A 'Warehouse Address' field is also present, displaying the address: 'Daraz Non-Bulky Warehouse Plot No. S-1, Survey No. 231, Sector No. 02, Road No. 4000, Korangi Industrial Area Karachi'.

Outbound Order

Outbound Order Form

Seller Information

1. Warehouse: Select your warehouse
Once the warehouse is selected, the next fields will be automatically populated

2. Contact Name: Input your contact name

3. Mobile Number:
 Input a contact number

Seller Information

Warehouse Address

1 * Warehouse:

Homes-Karachi - BufferZone-... ▼

Country:

Pakistan ▼

Warehouse Address:

Homes

City:

Karachi - BufferZone

Postcode:

12345

Contact

2 * Contact Name:

Adeel

3 * Mobile Number:

03323476457



Note: You also have the option to upload SKUs in bulk. To do so, click on the template button next to ADD SKU. In the downloaded template, simply fill in the Seller SKU, and quantity of each SKU that you want to retrieve from the Daraz Warehouse. Then click on Import and upload the file

Each inbound order can contain maximum 200 SKUs

SKUs (0)

1

Add SKU

Outbound All

Clear All

Template

Import

| Fulfillment SKU | Seller SKU | Fulfilment SKU Name | Inventory in Warehouse | Requested Quantity | Barcode | Shelf Life | Serial Number | Action |
|-----------------|------------|---------------------|------------------------|--------------------|---------|------------|---------------|--------|
| No data | | | | | | | | |

Outbound Order

Outbound Order Form

Once you click on Add SKU, a pop will allow you to view all the SKU's that you have at the warehouse

Step 2: Select the products you want to retrieve and click on confirm

Note: You may also search for an SKU by name

Add SKU
×

Fulfillment SKU

Platform SKU

Seller SKU

Fulfilment SKU Name

Inventory Type

Defective

Q Search

Reset

Setting

| <input checked="" type="checkbox"/> | Fulfillment SKU | Platform SKU | Seller SKU | Inventory in Warehouse | Fulfilment SKU Name | Barcode | Shelf Life | Serial Number |
|-------------------------------------|-----------------------|-----------------------|------------|------------------------|----------------------------------|-----------------------|------------|---------------|
| <input checked="" type="checkbox"/> | 17365012_PK-152787011 | 17365012_PK-152787011 | Alice | 34 | test_item_for_bundle_com bo_main | 17365012_PK-152787011 | No | No |
| <input checked="" type="checkbox"/> | 17366015_PK-162798010 | 17366015_PK-162798010 | X5 | 5 | test_item_for_bundle_quantity | 17366015_PK-162798010 | No | No |

Total of 2
<
1
>
Items per page: 10

Selected:2

Cancel
Confirm

Outbound Order

Outbound Order Form

Step 3: Input the quantity of each SKU that you want to retrieve from the Daraz Warehouse

Step 4: Click on Submit

A 'Successfully Submitted' pop up will appear, which means your outbound order has been created and will be reviewed by the Daraz team

SKUs (2)

Add SKU

Outbound All

Clear All

Template

Import

| Fulfillment SKU | Seller SKU | Fulfillment SKU Name | Inventory in Warehouse | Requested Quantity | Barcode | Shelf Life | Serial Number | Action |
|-----------------------|------------|---------------------------------|------------------------|--|-----------------------|------------|---------------|------------------------|
| 17365012_PK-152787011 | Alice | test_item_for_bundle_combo_main | 34 | <div> <div>−</div> <div>20</div> <div>+</div> </div> | 17365012_PK-152787011 | No | No | Remove |
| 17366015_PK-162798010 | X5 | test_item_for_bundle_quantity | 5 | <div> <div>−</div> <div>5</div> <div>+</div> </div> | 17366015_PK-162798010 | No | No | Remove |

Total Quantity:25

Cancel

Save

Submit

Outbound Order

Outbound Order Form – Mass Outbound

SKUs(0) Add SKU Outbound All Clear All ↓ Template ↕ Import

| Fulfillment SKU | Seller SKU | Fulfillment SKU Name | Inventory in Warehouse | Requested Quantity | Barcode | Shelf Life | Serial Number | Action |
|-----------------|------------|----------------------|------------------------|--------------------|---------|------------|---------------|--------|
| No data | | | | | | | | |

File Home Insert Page Layout Formulas Data

Cut Copy Paste Format Painter Clipboard

Calibri 11 Font

L17

| | A | B |
|---|---------------------------|------------------|
| 1 | Seller SKU | Request Quantity |
| 2 | Pre-BAT_YAVIN_ID_010_Temp | 3 |
| 3 | Pre-BAT_YAVIN_ID_013_Temp | 3 |

Seller can also create Outbound Order by mass uploading the SKU list. The steps are:

- Download by clicking **“Template”** and open the file
- Input the Seller SKU and its quantity then save the file

SKUs(0) Add SKU Outbound All Clear All ↓ Template ↕ Import

| Fulfillment SKU | Seller SKU | Fulfillment SKU Name | Inventory in Warehouse | Requested Quantity | Barcode | Shelf Life | Serial Number | Action |
|-----------------|------------|----------------------|------------------------|--------------------|---------|------------|---------------|--------|
| | | | | | | | | |

Comment

0/200

Cancel Save Submit

Click **“Import”** and select the file

“Comment” section is available if Seller wants to give specific condition for the Inbound

- Click **“Submit”**

Outbound Order

View Outbound Order Details

Seller can see the OO Detail by clicking the Outbound Order No. in the Send to Warehouse page.

The OO details contain following information:

1. Order Status: give progress of the Outbound Order from the creation until it's received (complete/partial) in the Warehouse.

Click the Outbound Order No. to see the detail

| Outbound Order No. | Status | Creation Time | Outbound Time | Outbound Warehouse | Action |
|-----------------------|----------|---------------------|---------------------|--------------------|--------|
| OO0120190320293274019 | Complete | 2019-03-20 10:32:53 | 2019-03-21 00:00:00 | LeL Singapore | Print |
| OO0120190313293249036 | Complete | 2019-03-13 16:26:28 | 2019-03-14 00:00:00 | LeL Singapore | Print |
| OO0120190313293249034 | Complete | 2019-03-13 16:05:04 | 2019-03-15 00:00:00 | LeL Singapore | Print |

Outbound Order Details

Order Status

Timeline of events:

- create: ascp.icp.lazada.operation.node.create (2019-03-20 10:32:53)
- pending: ascp.icp.lazada.operation.node.pending (2019-03-20 10:32:53)
- approve: ascp.icp.lazada.order.approve (2019-03-20 10:33:51)
- request-accept: ascp.icp.lazada.operation.node.request-accept (2019-03-20 10:34:01)
- outbound-in-progress: ascp.icp.lazada.operation.node.outbound-in-progress (2019-03-20 10:57:09)

Outbound Order

View Outbound Order Details

LAZADA

SUPPLY-CHAIN MANAGEMENT

Home

Product

Planning

Inventory

Send to Warehouse

Return from warehouse

Analytics

Home

Return from warehouse

Outbound Order Details

Outbound Order Details

Order Status

Basic Information

Seller Information

SKUs

Comment

Basic Information

Outbound Order No.:

OO0120190320293274019

Fulfillment Order No.:

LBX012932011000000701106

Shop Name:

SG-stresstest273 shop new

Delivery Warehouse:

Lel, Singapore

Warehouse Address:

Room 501,Unit 6,Building 20 North Donghuashi Residential Chongwen District

Reference Order No.:

OO Status:

Created By:

Completely

Seller

Outbound Reason:

* Inventory Type:

Good

* Delivery Type:

☒ Seller pickup ☐ Dropoff

* Estimated Time:

Please select date

3

Seller Information

Warehouse Address

Warehouse:

Singapore-R536780

Warehouse Address:

Country:

R536780

City:

Singapore

Postcode:

111111

Contact

* Contact Name:

asd asd

* Mobile Number:

11111111

- Basic Information: OO No., Fulfilment Order No, OO Current Status, OO Created by, Shop Name, Outbound Warehouse, Warehouse Address, Reference Order No., Delivery Type, and Estimated Time
- Seller Information: Warehouse Address & Contact

Outbound Order

View Outbound Order Details

SKUs(3)

4

| Fulfillment SKU | Seller SKU | Fulfillment SKU Name | Inventory in Warehouse | Requested Quantity | Barcode | Shelf Life | Serial Number | # Items Outbounded-Go |
|---------------------------|----------------------------|--|------------------------|--------------------|------------------------|------------|---------------|-----------------------|
| 310530119_SGAMZ-565540090 | 310530119-15524490200 00-0 | TEST MM Phone | 92 | 1 | LZD15524493 8466110002 | NO | YES | |
| 309958182_SGAMZ-563816162 | test-chengxi-icp-yavin-176 | Small Convertible Water Resistant Baby Diaper Bag Backpack Crossbody Bag | 602 | 3 | LZD15523136 3051410007 | NO | NO | |
| 310530153_SGAMZ-565540124 | MM004 | MM005 | 24 | 2 | LZD15525332 8068110002 | YES | NO | |

Total Quantity:6

5

Comment

0/200

4. SKU Detail: Provide status of each SKU (total items requested, total items Outbounded in good condition / sellable, total items Outbounded but defective / unsellable, and SKU status).

5. Seller Comment

What Next?

The Daraz Team will review your order and **accept or reject your outbound request** which can take up to **48 hours**

- You can view the status of your OO by accessing the **Return to Warehouse** tab under **Inventory**
- You can also click on **Print (Action)** to print out a copy of the Outbound Order
- If you have selected seller pickup in the delivery type, you will have 3 business days to pickup your items from our warehouse. Failure to do so in the given timeline might lead to your items being scrapped.

Once your Outbound order has been processed, you can pick up your products from the Daraz Warehouse

dsc

SUPPLY-CHAIN MANAGEMENT

Home

Product

Manage Platform Product

Manage Fulfilment SKU

Orders

Manage Reverse Order

Inventory

Send to Warehouse

Return from warehouse

Analytics

Sales Report

Live Inventory

Inventory Reconciliation

Expiry Date Report

Inventory Aging Report

Serial Number Report

Home

Return from warehouse

Outbound Order No.

Created Time

Outbound Time

Outbound Warehouse

Fulfilment SKU

Delivery Type

Seller SKU

Fulfilment SKU Name

Created By

Outbound Reason

Search

Reset

Setting

Return from Warehouse (30)

All(30)

All Pending(9)

All Approved(5)

All Completed(16)

Create New

Export

| <input type="checkbox"/> | Outbound Order No. | OO Status | Created Time | Estimated Time | Outbound Time | Outbound Warehouse | Delivery Type | # SKU Requested | # SKU Approved | Action |
|--------------------------|---|---------------------|---------------------|---------------------|---------------------|--------------------|---------------|-----------------|----------------|------------------------|
| <input type="checkbox"/> | OO012019091724202166657 | Completely Outbound | 2019-09-17 20:46:22 | 2019-09-18 00:00:00 | 2019-09-24 15:32:01 | DRZ PK - Karachi | Dropoff | 1 | 1 | Print |
| <input type="checkbox"/> | OO012019071924201191862 | Pending Approval | 2019-07-19 17:40:38 | 2019-07-20 00:00:00 | | DRZ PK - Karachi | Seller pickup | 1 | 0 | Cancel |
| <input type="checkbox"/> | OO01201907092420869060 | Completely Outbound | 2019-07-09 19:01:22 | 2019-07-10 00:00:00 | 2019-07-09 19:15:21 | DRZ PK - Karachi | Dropoff | 2 | 2 | Print |
| <input type="checkbox"/> | OO01201907092420870049 | Completely Outbound | 2019-07-09 18:46:22 | 2019-07-10 00:00:00 | 2019-07-09 19:05:21 | DRZ PK - Karachi | Seller pickup | 1 | 1 | Print |
| <input type="checkbox"/> | OO01201907052420870002 | Request Accepted | 2019-07-05 13:18:22 | 2019-07-05 17:00:00 | | DRZ PK - Karachi | Seller pickup | 1 | 1 | Print |
| <input type="checkbox"/> | OO01201907042420869003 | Request Accepted | 2019-07-04 14:36:25 | 2019-07-27 00:00:00 | | DRZ PK - Karachi | Seller pickup | 1 | 1 | Print |



So, what are you waiting for?

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