

Order processing (Non-LMD Merchant)

Paytm卖家发货操作指南

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In this module we will discuss :-

- A. Who are non last mile delivery(Non-LMD) sellers?
- B. Overview of orders tab o seller panel
- C. How can you process single order?
- D. Packaging material & guidelines

Order processing Overview 操作步骤总览

1. To acknowledge 确认订单



Acknowledge the order
批量下载订单信息CSV文件

2. Enter AWB. 填入物流单号



You have to **Enter AWB** no
可以单票或者批量CSV文件回传运单号

3. Download 下载配套文件



Download packaging slip
from **To Pack** and then
request manifest

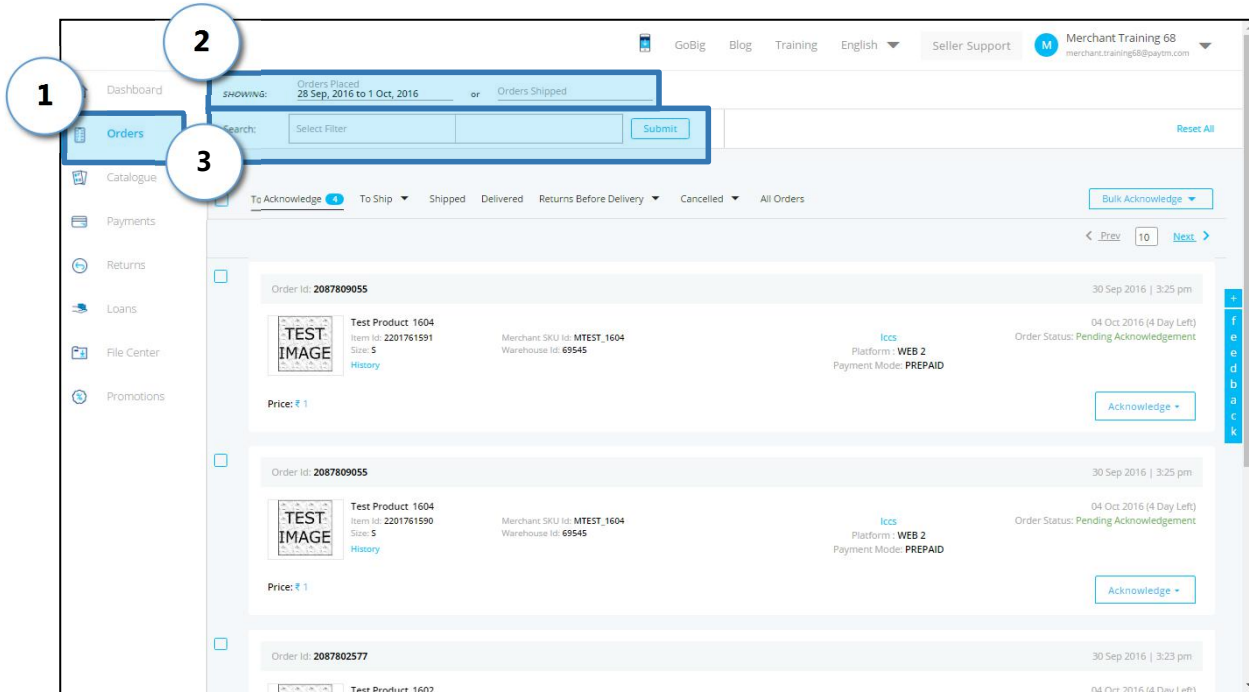
4. Mark Shipped 标记发货



Order is shipped from your
warehouse by assigned courier

Overview of Orders tab on seller panel

卖家后台页面介绍



1 Orders tab
Here you can check your all orders

2 Date filter
You can use this filter to view your old orders

3 Search filter
You can use this filter to search orders using their different ids or stages
E.g. Order id, shipped

Tip- You can search multiple values separated by comma in search filter.

How can you process single order? 接收并确认订单

The screenshot shows the Paytm Orders management interface. The left sidebar contains navigation options: Dashboard, Orders (highlighted with callout 1), Catalogue, Payments, Returns, Loans, File Center, and Promotions. The main area displays a list of orders with columns for 'To Acknowledge', 'To Ship', 'Shipped', 'Delivered', 'Returns Before Delivery', 'Cancelled', and 'All Orders'. Three orders are visible, each with a 'TEST IMAGE' product and a price of ₹ 1. Callout 2 points to a vertical column of checkmarks next to the order list. Callout 3 points to a dropdown menu for the 'Acknowledge' button, with 'Download CSV of all Orders' highlighted.

1 Click on **Orders** tab

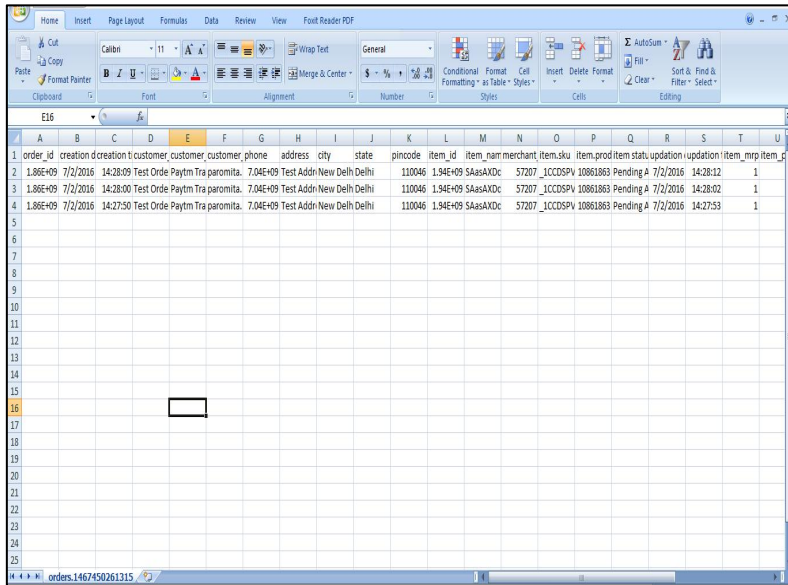
2 Select all orders through the check boxes

3 Click on **Download CSV of all orders** from the dropdown

How can you process all orders in bulk? 批量处理订单

- Once you have downloaded the CSV File, you need to delete all the columns except **Order ID, Item ID, merchant ID, AWB, Shipper**
- You have to fill the details of **awb** and **Shipper** in downloaded CSV file
- You have to save the file and upload the updated file

Downloaded File



Updated File in CSV Comma delimited

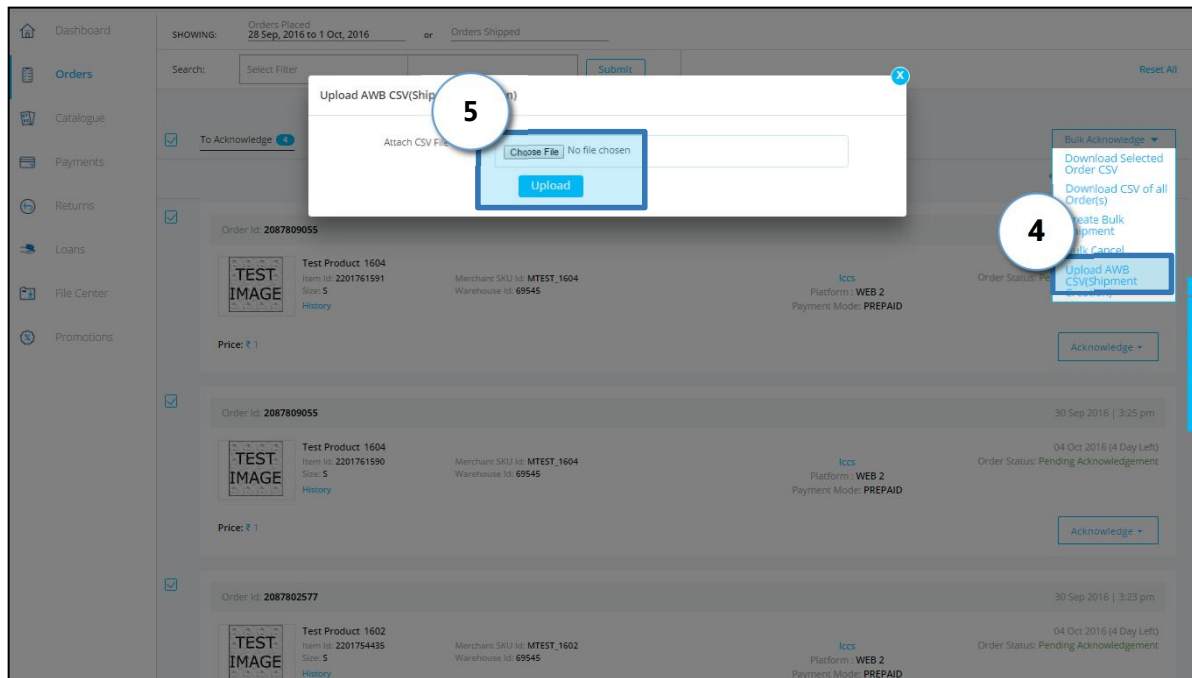
order_id	item_id	merchant_id	awb	shipper
3356909732	3573736224	605xxx	WV024170609xxxxx	SFC_International

Order ID, Item ID, merchant ID, AWB, Shipper

这里的Shipper:指的是快递公司

How can you process all orders in bulk? 批量处理订单

Process to upload updated CSV file 批量导入回传运单号



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Click on **Upload AWB CSV** from the dropdown
These are courier tracking numbers which are used to track the packet

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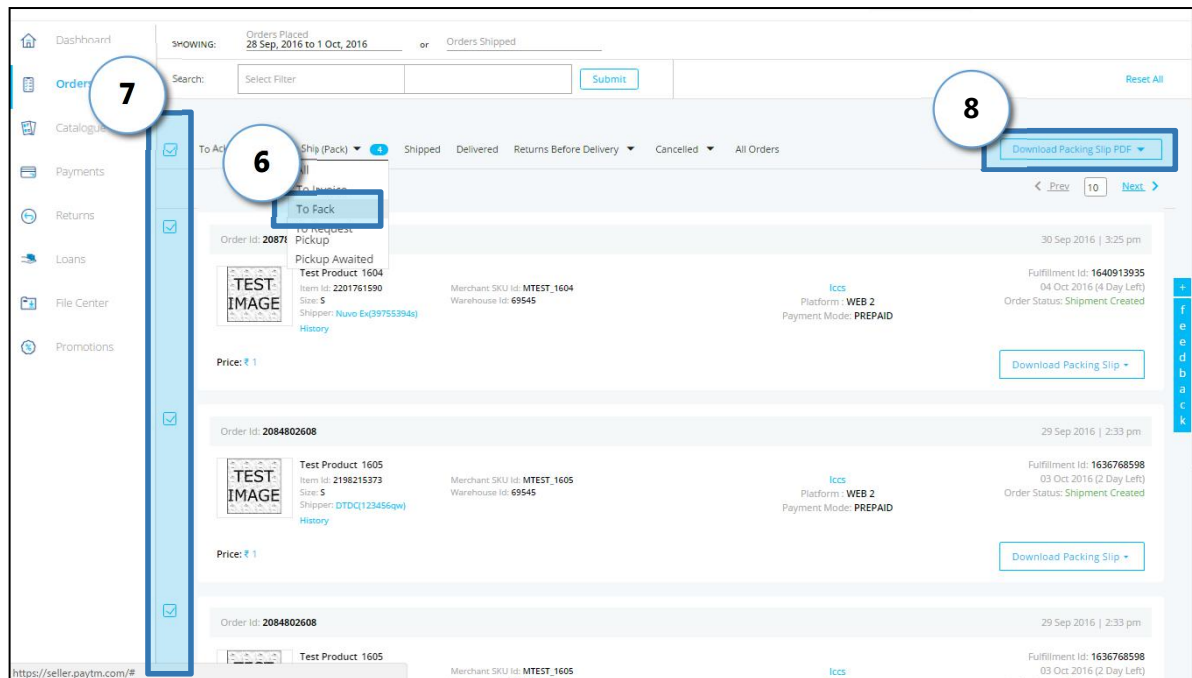
Choose the file and Click on **Upload**



Note– You will have to ask your courier partner to generate AWB numbers in advance
需要您和物流公司进行系统对接取得有效物流单号

How can you process all orders in bulk? 批量处理订单

Process to generate bulk packing slip To Pack状态下，点击多票订单，下载PDF文件，下载后无需打印



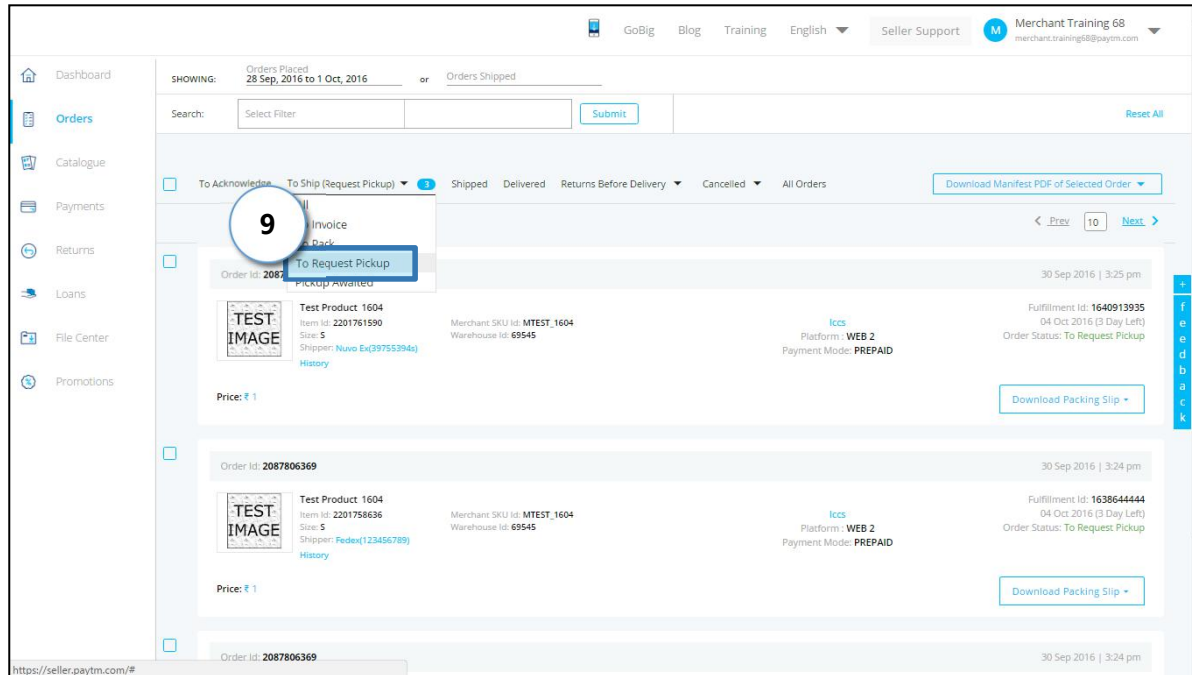
6 Click on **To Pack** from the dropdown

7 Select all orders through the check boxes

8 Click on **Download packing slip pdf**

How can you process all orders in bulk? 批量处理订单

Your order moves to **“To request pickup”** from where you will download the manifest in bulk



9 Click on **To request pickup** from the dropdown

How can you process all orders in bulk? 批量处理订单

The screenshot shows the 'Orders' section of the Paytm merchant dashboard. The interface includes a sidebar with navigation options like Dashboard, Orders, Catalogue, Payments, Returns, Loans, File Center, and Promotions. The main area displays a list of orders with columns for status (e.g., To Acknowledge, To Ship, Shipped) and actions. A blue box highlights the 'Order' column, where checkboxes are used to select multiple orders. A dropdown menu is open for the first order, showing various actions such as 'Download Manifest PDF of Selected Order', 'Bulk Cancel', and 'Mark Bulk Shipment'. The orders listed include details like Order Id, Product Name, Item Id, Merchant SKU, and Price.

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Select the multiple orders through the check boxes

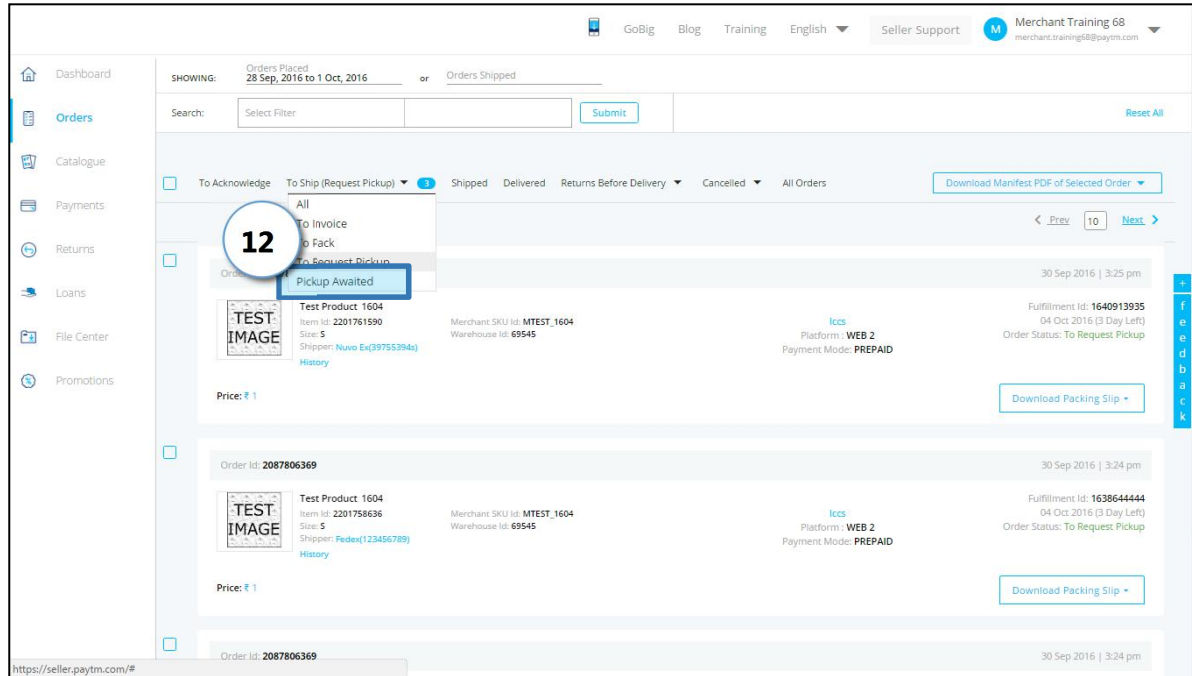
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Click on **Download manifest PDF of selected order** to download manifest in bulk

How can you process all orders in bulk? 批量处理订单

Your order moves to **“Pickup awaited”** from where you’ ll mark bulk shipped

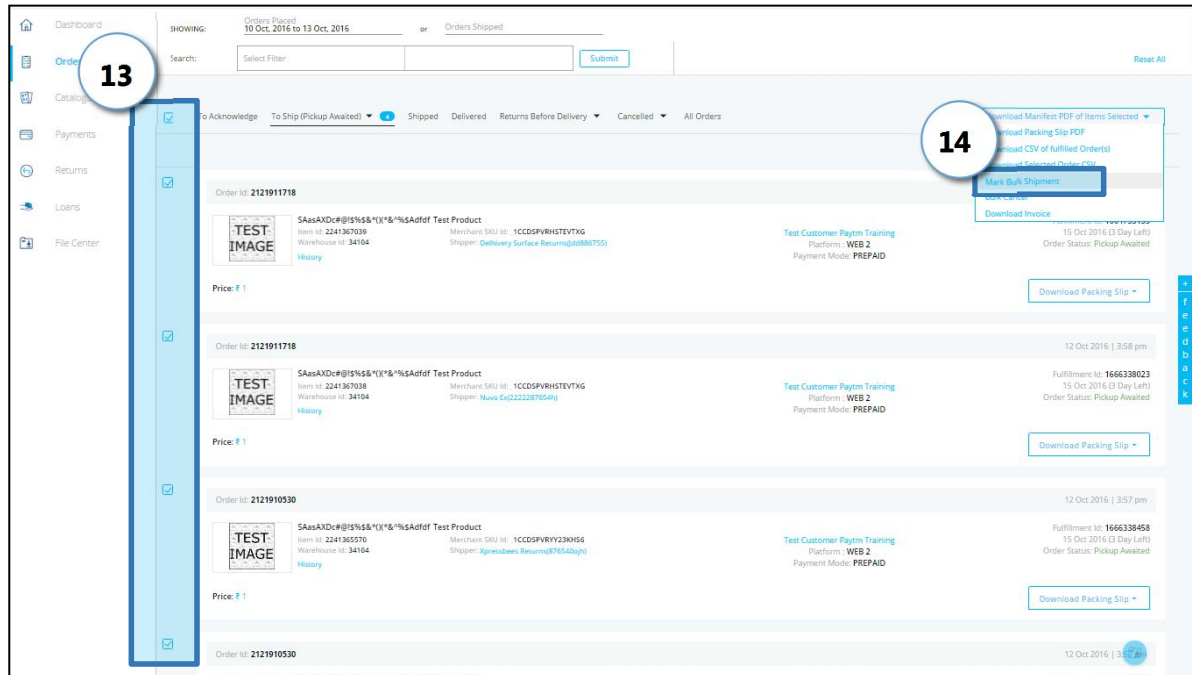


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Click on **Pickup awaited** from the dropdown

How can you process all orders in bulk? 批量处理订单

Your order moves to **"Pickup awaited"** **Mark Bulk Shipped** 标记发货



13 Select the multiple orders through the check boxes

14 Click on **Mark bulk shipped** from the dropdown

How can you process all orders in bulk? 批量处理订单

标记发货后，可以在Shipped页面里查看订单的后续状态

The screenshot shows the Paytm seller dashboard. On the left is a navigation menu with options: Dashboard, Orders, Catalogue, Payments, Returns, Loans, File Center, and Promotions. The main area is titled 'Orders Placed 28 Sep, 2016 to 1 Oct, 2016 or Orders Shipped'. There is a search bar and a 'Submit' button. Below this is a filter bar with options: To Acknowledge, To Ship, **Shipped** (highlighted with a blue box and a callout box containing '15'), Delivered, Returns Before Delivery, Cancelled, and All Orders. A 'Download CSV of fulfilled Order(s)' button is also present. The main content area shows a list of orders. Each order card includes: Order Id, Date and Time, Product Name, Item Id, Merchant SKU Id, Warehouse Id, Platform, Payment Mode, Fulfillment Id, and Order Status. A 'Download Invoice' button is located at the bottom right of each order card. The URL at the bottom left is 'https://seller.paytm.com/#'.

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Click on **Shipped** to view all orders that have shipped

Thank you!

For any query please raise a ticket on support

GO **BIG** OR
GO Home