

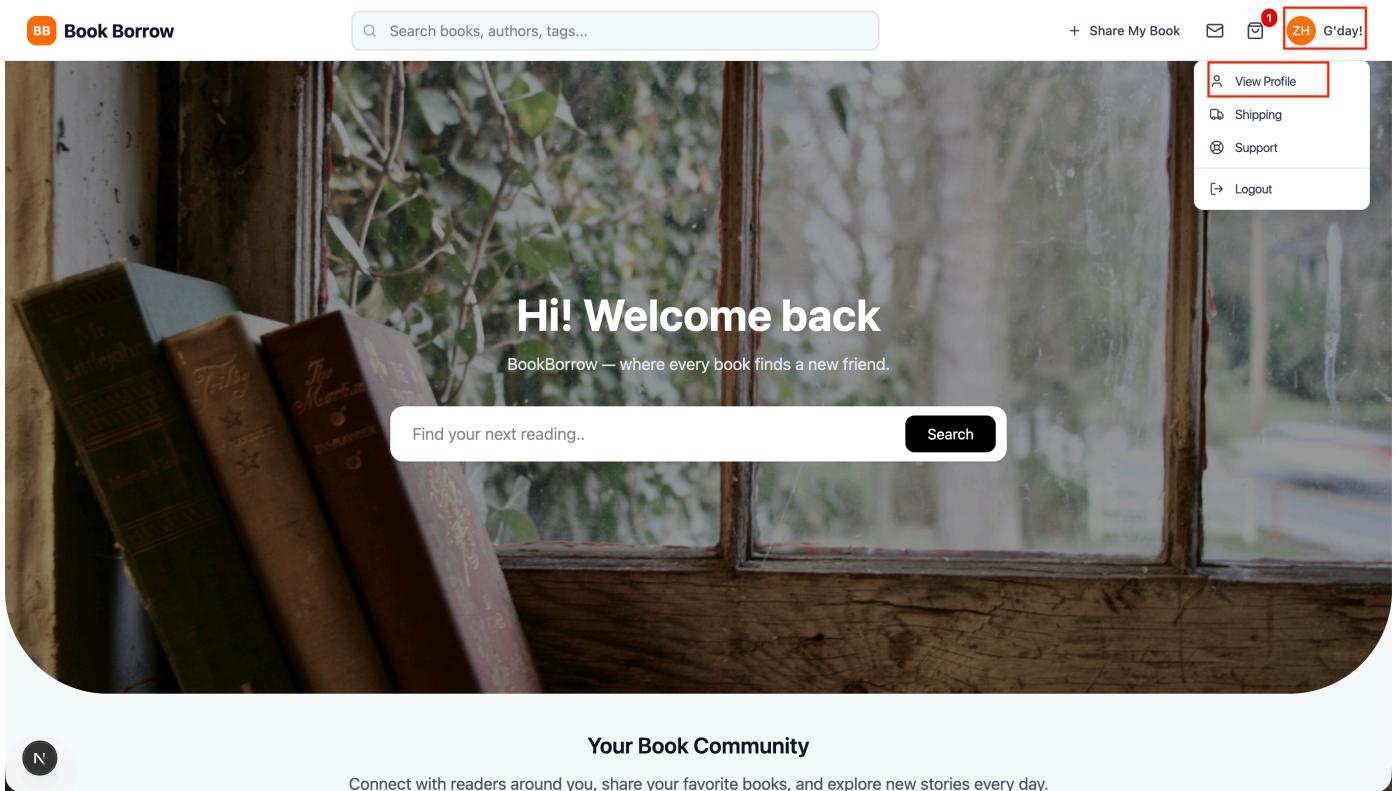
Order System Overview

Our order system is the **core of user interaction**.

Each order has a **status** that reflects its progress through the borrowing or purchase process:

- PENDING_SHIPMENT
- BORROWING
- OVERDUE
- RETURNED
- COMPLETED
- CANCELED

You can easily view your current and past orders by clicking your **Profile**, then selecting **View Profile → Borrowing**.





Ethan Su
suzhenyi1994@gmail.com
 No reviews yet
UNIT 23, CRAWLEY, WA, 6009
Member since October 2025



My Book Hub

Sharing
Books I'm sharing

Borrowing
My borrowed books

Shipping
Books in transit

Review Summary

Reviews I Received Reviews I Gave

No reviews received yet.

Click 'View Detail' button to see the detail information of order.

My Borrowing Orders

View and manage your borrowing orders

Search by book title or order ID...

 Pending Payment 0  Pending Shipment 1  Borrowing 1  Overdue 0  Returned 0
 Completed 1  Canceled 0  All 3

Untitled Book

 Owner: Zhenyi Su
Created: 10/5/2025, 4:37:52 AM
Due: 11/8/2025, 8:47:38 AM

Borrowing

[View Detail](#)

Untitled Book

 Owner: Zhenyi Su
Created: 10/5/2025, 4:37:52 AM

Pending Shipment

[View Detail](#)

A Day in Monkey Mia

 Owner: Zhenyi Su
Created: 10/5/2025, 4:41:04 AM
Due: 10/12/2025, 8:47:23 AM

Completed

Order Creation

Once a user places an order and the payment is successfully processed, one or more orders are generated — possibly split by **owner** or **delivery method** depending on the checkout configuration.

All actions below take place on the [detail page](#).

Pending Shipment

Initially, the order status is **PENDING_SHIPMENT**, which means the user has paid and is waiting for the **owner** to ship the item.

The **owner** must click the “**Ship**” button and enter a **tracking number**.

Order #0e19d275-a1a5-11f0-81f5-02ee7cd8c8e3 Pending Shipment

Order Info Owner: Zhenyi Su Borrower: Ethan Su	Shipping Info Delivery Method: pickup Contact: Zhenyi Su Phone: 0451882666 Address: UNIT 23, CRAWLEY, 6009, Australia
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Books in this order
No books found.

Pricing Deposit/Sale Amount A\$ 70.00 Service Fee A\$ 5.00	Settlement Total Refunded A\$ 0.00
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Actions
Ship Message Support

More Details
Order ID: 0e19d275-a1a5-11f0-81f5-02ee7cd8c8e3
Action Type: borrow
Updated: 10/5/2025, 4:37:52 AM
Status: Pending Shipment
Created: 10/5/2025, 4:37:52 AM

Confirm Outbound Shipment

X

Carrier

AUSPOST

Tracking Number

Enter tracking number

Cancel

Confirm

Once submitted, the **tracking number** becomes visible to the user, who can use it to check delivery progress. And the owner will receive the estimated outbound shipping fee.

Order #0e19d275-a1a5-11f0-81f5-02ee7cd8c8e3

Pending Shipment

Order Info

Owner: Zhenyi Su
Borrower: Ethan Su
⌚ Due: 11/17/2025, 5:17:37 AM

Shipping Info

Delivery Method: pickup
Contact: Zhenyi Su
Phone: 0451882666
Address: UNIT 23, CRAWLEY, 6009, Australia
Outbound: auspost1543985-3428347-1133

Borrowing

When the estimated delivery time passes, the order automatically changes to **BORROWING**, indicating that the **borrowing period** has officially started.

At this stage we can see the specific due time.

Order #0e1904cd-a1a5-11f0-81f5-02ee7cd8c8e3

Borrowing

Order Info

Owner: Zhenyi Su
Borrower: Ethan Su
⌚ Due: 11/8/2025, 8:47:38 AM

Shipping Info

Delivery Method:
Contact: Zhenyi Su
Phone: 0451882666
Address: UNIT 23, CRAWLEY, 6009, Australia
Outbound: dassdasd

Overdue

If the **borrowing period** ends and the borrower takes no action, the order status will automatically update to **OVERDUE**.

Return & Refund

At any time for orders in **BORROWING** status, the **borrower** can click the “**Return**” button and upload the **return tracking number**.

Order #0e1904cd-a1a5-11f0-81f5-02ee7cd8c8e3 Borrowing

Order Info Owner: Zhenyi Su Borrower: Ethan Su ⌚ Due: 11/8/2025, 8:47:38 AM	Shipping Info Delivery Method: Contact: Zhenyi Su Phone: 0451882666 Address: UNIT 23, CRAWLEY, 6009, Australia 📭 Outbound: dassdasd
Books in this order No books found.	
Pricing Deposit/Sale Amount A\$ 50.00 Service Fee A\$ 5.00 <hr/> Total Paid A\$ 55.00	Settlement Total Refunded A\$ 0.00
Actions Return Message Support	

Once the return shipment is confirmed, the order status changes to "**RETURNED**", and the **tracking number** becomes visible to the user. The **owner** will see a "**Confirm Receive Book**" button.

Order #0e1904cd-a1a5-11f0-81f5-02ee7cd8c8e3**Returned****Order Info**

Owner: Zhenyi Su
Borrower: Ethan Su
⌚ Due: 11/8/2025, 8:47:38 AM

Shipping Info

Delivery Method:
Contact: Zhenyi Su
Phone: 0451882666
Address: UNIT 23, CRAWLEY, 6009, Australia
Outbound: dasdasd Return: 4321-return

Books in this order

No books found.

Pricing

Deposit/Sale Amount	A\$ 50.00
Service Fee	A\$ 5.00
Total Paid	A\$ 55.00

Settlement

Total Refunded	A\$ 0.00
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Actions[Message](#)[Support](#)[Confirm Receive Book](#)**More Details**

Order ID: 0e1904cd-a1a5-11f0-81f5-02ee7cd8c8e3	Status: Returned
Action Type: borrow	Created: 10/5/2025, 4:37:52 AM
Updated: 10/25/2025, 5:07:22 AM	Start Borrowing: 10/19/2025, 8:47:38 AM
Due: 11/8/2025, 8:47:38 AM	Returned: 10/25/2025, 5:07:22 AM

Important: The owner must **manually verify** the return for the borrower to receive a **refund**.

Confirm Receive Book

X

Are you sure you have received the returned books? This action will mark the order as COMPLETED and trigger refund if applicable.

[Cancel](#)[Confirm](#)**Completion**

Once the owner has confirmed the book has received or after the **estimated delivery time + 10 days**, the system automatically marks the order as **COMPLETED**. Borrower and owner can write **reviews** now.

Order #f81b2489-9e3a-4032-8b4c-8b3f1108873a Completed

Order Info Owner: Zhenyi Su Borrower: Ethan Su ⌚ Due: 10/12/2025, 8:47:23 AM	Shipping Info Delivery Method: pickup Contact: Zhenyi Su Phone: 0451882666 Address: UNIT 23, CRAWLEY, 6009, Australia Outbound: 13213123123 Return: 13123dafdf
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Books in this order

A Day in Monkey Mia
A Day in Monkey Mia Mango

Pricing Deposit/Sale Amount A\$ 20.00 Service Fee A\$ 2.00 Total Paid A\$ 22.00	Settlement Total Refunded A\$ 0.00
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Actions

Write Review

More Details

Order ID: f81b2489-9e3a-4032-8b4c-8b3f1108873a	Status: Completed
Action Type: borrow	Created: 10/5/2025, 4:41:04 AM
Updated: 10/17/2025, 8:50:24 AM	Start Borrowing: 10/12/2025, 7:47:23 AM
Due: 10/12/2025, 8:47:23 AM	Returned: 10/12/2025, 9:36:20 AM
Completed: 10/17/2025, 8:50:25 AM	

Write Review

Rating



Comment

Write your review...

Submit

Important: However, for security reasons, the **refund** is only processed once the owner **manually confirms completion**.

Support

At any time during the process, users can click the "**Support**" button to **submit a complaint or support request**.

Submit New Complaint

Type

Other

Related Order ID (Optional)

0e1904cd-a1a5-11f0-81f5-02ee7cd8c8e3

Subject

Brief description of the issue

Description

Please provide detailed information about your complaint...

Evidence Images (Optional)

Upload Evidence

Upload images to support your complaint (max 2MB per file)

Cancel

Submit Complaint