

# What is a Non Delivery Report?

NDR or Non-Delivery Report is raised when an order is marked as **undelivered** by the courier partners due to the following reasons.

- Customer not contactable
- Incomplete address
- COD amount not ready
- Future delivery requested by the customer
- Self-pickup requested by the customer
- Customer refused delivery
- Door/premises/office closed

It acts as a **communication** between the seller, the courier partner, and the customer, notifying you of the **reason** for the unsuccessful delivery, allowing you and the customer to take an action accordingly.

## Why should you take action on NDR?

Taking an action on NDR **increases the probability** of your order being delivered to the customer's doorstep.

## How can the customer take action on the NDR?

The customer can request a re-attempt by **submitting** the NDR form shared with them over **Email** or **SMS**.

## Order Details

Order ID	Order379
Order Placed On	02nd Jun 2018
Buyer's Name	Martin Jay
Phone Number	+91-8800137900
Address	XYZ lane, B Block, Delhi, Delhi - 110065, India

Our courier partner informed us that you refused delivery when the attempt was made. In case of any discrepancy please select the option to request a reattempt.

Click 'Yes' to get the package delivered & 'No' to Cancel the order.

☐ YES ☒ NO

Reason.

☐ Order placed by mistake ☐ Available for lower price ☐ I changed my mind ☐ No Longer needed

Submit

Facing Other Issues? [Click here](#)

An NDR is also shared over **WhatsApp** through which they can **update** an alternate number, address or re-schedule delivery on a particular date.

- ① Our logistics partner also initiates an IVR call to validate the NDR remark and register a re-attempt or cancellation request.

The re-attempt request submitted by the customer is also referred to as [Buyer's Positive Response](#).  
To understand what action you can take on undelivered orders, as a seller, please refer to the suggested article.

Suggested Article: [What action should I take if an order is Undelivered?](#)