



Welcome to Mamaearth!!

Shiprocket is our main shipping software which handles all our website(mamearth.in) orders. Shiprocket is India's first automated shipping software that aims reduce ecommerce shipping to its bare bones. They have tied up with multiple courier companies like Bluedart, Ecom, Fedex, Ekart etc to provide a single platform where e-tailers can manage multi-channel orders and ship multi-channel order easily. We can print bulk shipping labels and ship your products to in and around the world using a single platform. Shiprocket not only simplifies the whole process but also saves our precious time and money.

**This manual will guide you about the working of Shiprocket portal and will help you in understanding the key terms used in B2C.**

## How Shiprocket works?

### How It Works

The Shiprocket platform is hassle free and simple to use!



#### 1. Add your Order

Import all your orders with automated channel sync, or add your order manually.



#### 2. Select Courier Partner

Based on your shipping needs, select your courier partner.



#### 3. Pack Your Shipment

Pack your orders, print labels, and hand it over to the courier partner.



#### 4. Track

Sit back and track your order, keep your customers informed with SMS and email notifications.

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# 1. NDR? How to process an NDR ?

NDR stands for Non-Delivery Report and which shows orders in their undelivered status. A seller needs to take an action whenever an NDR raised on his/her panel. A seller can either opt to reattempt the order, or opt for RTO.

## How to Process an NDR?

When an NDR raised on the panel, you have two options to process it:

1. Opt for a Reattempt
2. Opt for RTO (Return to Origin)

NDR 1234		RTO 55903					
Delivered/RTO	All Attempts	All Aging	All NDR Reasons	Activate NDR Buyer Flow			
PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	SHIPPING DETAILS	PENDING SINCE	NON DELIVERY INFO	ACTION	
Name: Posture Co... SKU: POSTURE-1 Qty: 1	1199.00 cod	Nisha Joshua Joshua nishajoshuab@gmail.com #9071771777	Courier: Delhivery AWB No.: 109129139746	Today	2 Attempt(s) Consignee opened the package and refused to accept	Reattempt RTO	

## 1. When you opt for 'Reattempt'

In this case, you can update the buyer details such as address, and contact number. Please select the reattempt date before

### Update Re-attempt Details

Re-attempt Date:

06-February-2019

Phone Number

9961223969

Address 1

Kottuli Mavoor Road Kuthira

Address 2

996223969

Remarks

Reattempt

Cancel

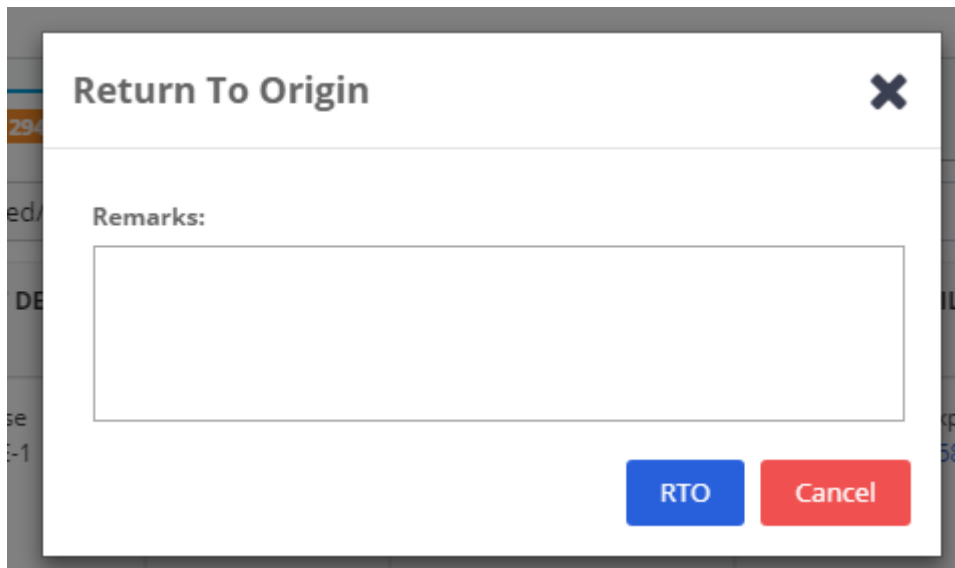
clicking

'Reattempt'.

## 2. When you opt for 'RTO'

In this case, your order will be returned to the original pickup location. You can also add remarks if you have any.

\*A seller has 24 hours to take an action on NDR orders. If a seller does not respond in the first 24 hours, the order will automatically be marked as RTO.

A screenshot of a 'Return To Origin' dialog box. The dialog has a title bar with the text 'Return To Origin' and a close button (X) in the top right corner. Below the title bar, there is a label 'Remarks:' followed by a large, empty text input field. At the bottom right of the dialog, there are two buttons: a blue button labeled 'RTO' and a red button labeled 'Cancel'.

Please Note: Courier partners only make 3 attempts to deliver your order to the end customer post which they will mark it as RTO.

## 2.What Is an Order ID?

An Order ID is a unique number which you'll need to identify and track your orders. Each order receives its own Order ID that will not be duplicated.

By the help of this Order ID you can get information like; date of the order, shipping status, product details, payment data, etc.

# What Is a SKU, HSN Code, and Eway Bill Number?

1. SKU - It is a unique code of letters and numbers that help to effectively identify and organize your inventory.

2. HSN codes - It is used to classify goods to calculate GST. It helps in determining the tax slab (NIL, 5%, 12%, 18%, & 28%) of your product.

You can find both of them in the 'Product Details' section of 'Create Forward Order' page.

## Product Details

PRODUCT *	SKU *	HSN
<input type="text" value="Search Product Name"/>	<input type="text" value="Enter SKU"/>	<input type="text" value="Enter HSN"/>

[+ Add Another Product](#)

3. Eway Bill - Under GST Act, it is mandatory to enter Eway bill number for shipping of goods from one place to another, either inter-state or intra-state and of value more than INR 50,000. You can easily enter your Eway bill number while creating a manual order in Shiprocket.

To generate an Eway bill, please visit <https://ewaybillgst.gov.in/Others/EBPrintnew.aspx>

## Pickup Details

Pickup Address \*

OR

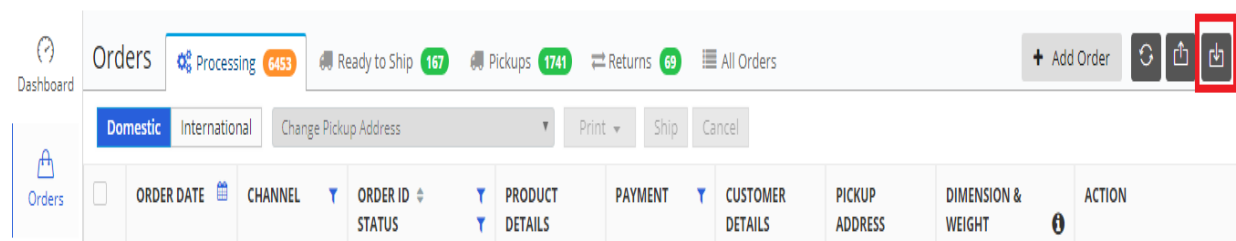
[Add New Address](#)

Eway Bill No. ⓘ

# How to download all my orders from the Shiprocket Panel?

The ShipRocket panel is designed to provide convenience at your fingertips. To download your orders, go to the “Orders” tab on the left-side menu and click on 'All Orders'.

Now, click on the 'download' icon located top-right corner of your screen. For further understanding, please have a look at the screenshot given below:



Once you download it, you'll be able to see the complete details of all of your orders. This will include order ID, order date, channel, order status, quantity, customer address, etc.

## 3.How do I edit/modify an order in Shiprocket?

### Editing an Order

Once an order is created or fetched from any channel, you can click on the Order ID and get into the Orders Details page.

You can edit the following parameters in an order:

- 1.Customer Shipping Address
- 2.Shipment Details (Dimension and Weight)
- 3.Pick up Address
- 4.Payment Type (Prepaid/COD)

**Order Details**

# TestOrder100 - NEW

**CUSTOMER DETAILS**

Jack Johnson  
jack@xyz.com  
9876675861

**CUSTOMER ADDRESS**

TTT land  
XXX block  
Delhi, Delhi  
110030, India

PRODUCT	SKU	CHANNEL SKU	QUANTITY	UNITS PRICE (₹)	DISCOUNT	TAX	TOTAL (₹)
Red Tshirt	Red-Tshirt	Red-Tshirt	1	3809.52	250.00	190.48	3750.00
<b>Order Amount</b>			<b>3750.00</b>				

**ORDER DETAILS**

Channel: MANUAL  
Order Id: TestOrder100  
Order Created on Channel At: 26 Oct 2016 10:21 PM  
Order Created in System At: 26 Oct 2016 10:21 PM  
Payment Method: Prepaid  
SLA: 0

**SHIPPING DETAILS**

Dimension: 10x10x10  
Weight: 0.5  
Charged: Courier:  
AWB:  
Manifest Id:

**Activities**

2016-10-28  
INVENTORY ALLOCATED TO ORDERED PRODUCT 18:14:56

2016-10-26  
ORDER FETCHED IN THE SYSTEM 22:21:12

Please Note: Once AWB is assigned to an Order, you won't be able to edit the shipment details.

AWB: An air waybill (AWB) is a document that accompanies goods shipped by an international air courier to provide detailed information about the shipment and allow it to be tracked. The bill has multiple copies so that each party involved in the shipment can document it.

## 4.How do I process or ship my orders in bulk?

You can now process all your orders directly from the orders grid in bulk. For this;

1.Go to Orders → Processing

Dashboard

Orders Processing 6458 Ready to Ship 167 Pickups 1741 Returns 69 All Orders + Add Order Refresh Print Ship Cancel

**Domestic** International Change Pickup Address Print Ship Cancel

	<input type="checkbox"/>	ORDER DATE	CHANNEL	ORDER ID STATUS	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	PICKUP ADDRESS	DIMENSION & WEIGHT	ACTION
	<input type="checkbox"/>	9 Jan 2019, 05:13 PM	KARTROC	148768000000104 NEW	Name: test SKU: test Qty: 1	50000.00 COD	saksakj jsajsika kjaskjsaj@yopm... #6543890768	HomeD	1 x 1 x 1 cm Volumetric: 0.000 Kg Entered: 1 Kg	<a href="#">Ship Now</a> <a href="#">Create Invoice</a> <a href="#">Channel Invoice</a>
	<input type="checkbox"/>	9 Jan 2019, 05:13 PM	KARTROC	148768000000105 NEW	Name: test SKU: test Qty: 1	50001.00 COD	csdcscs csdds csdcscs@yopma... #6543890768	HomeD	1 x 1 x 1 cm Volumetric: 0.000 Kg Entered: 2 Kg	<a href="#">Ship Now</a> <a href="#">Create Invoice</a> <a href="#">Channel Invoice</a>
	<input type="checkbox"/>	9 Jan 2019, 03:34 PM	watts app	1234567899 NEW	Name: White Bl... SKU: ShipRocke... Qty: 50	10000.00 PREPAID	Swati Verma swati9858@gm... #8588827002	HomeD	4 x 4 x 4 cm Volumetric: 0.013 Kg Entered: 2 Kg	<a href="#">Ship Now</a> <a href="#">Create Invoice</a>

Shipments

Rate Calc.

Products

Billing

Settings

2. Select the checkbox on the top left corner to select all the products in the list. This will select the products listed on the page.

SHIPROCKET 2156.65 Recharge Shiprocket\_ABC5g

Dashboard

Orders Processing 476 Ready to Ship 9 Pickups 251 Returns 0 All Orders + Add Order Refresh Print Ship Cancel

**Domestic** International Select Pickup Address Generate Ship Cancel

15 orders have been selected. [Select all 462 orders matching the criteria.](#)

	<input checked="" type="checkbox"/>	ORDER ON	CHANNEL	ORDER ID STATUS	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	PICKUP ADDRESS	DIMENSION & WEIGHT	ACTION
	<input checked="" type="checkbox"/>	27 Jul 2018, 03:00 AM	WOOCOMMERCE	19493 NEW	Name: FunkyTr... SKU: ShipRocke... Qty: 1	699.00 COD	sharmilla shaim rasoolbhai52@... #9849376646	mum	0 x 0 x 0 0 (kg) <input checked="" type="checkbox"/>	<a href="#">Ship Now</a> <a href="#">Create Invoice</a>
	<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order310 NEW	Name: Nike sho... SKU: Nike-shoe... Qty: 2	7500.00 PREPAID	Jack Johnson jack@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 2 Kg	<a href="#">Ship Now</a> <a href="#">Create Invoice</a>
	<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order309 NEW	Name: Table la... SKU: Table-lam... Qty: 1	100.00 PREPAID	Daniel Craig daniel@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 1 Kg	<a href="#">Ship Now</a> <a href="#">Create Invoice</a>
	<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order308 NEW	Name: Red tshi... SKU: Red-Tshirt	4800.00 COD	Martin joy martin@xyz.com	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg	<a href="#">Ship Now</a> <a href="#">Create Invoice</a>

Shipments

Rate Calc.

Products

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Chat with us

3.To select all the orders in the processing tab, click on "Select all orders matching the criteria"



SHIPROCKET 2156.65 Recharge Shiprocket\_ABC5g

Orders Processing 476 Ready to Ship 9 Pickups 251 Returns 0 All Orders + Add Order

Domestic International Select Pickup Address Generate Ship Cancel

15 orders have been selected. Select all 462 orders matching the criteria.

	ORDER ON	CHANNEL	ORDER ID STATUS	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	PICKUP ADDRESS	DIMENSION & WEIGHT	ACTION
<input checked="" type="checkbox"/>	27 Jul 2018, 03:00 AM	WOOCOMMERCE	19493 NEW	Name: FunkyTr... SKU: ShipRocke... Qty: 1	699.00 COD	sharmilla shaim rasoolbhai52@... #9849376646	mum	0 0 0 (kg)	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order310 NEW	Name: Nike sho... SKU: Nike-shoe... Qty: 2	7500.00 PREPAID	Jack Johnson jack@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 2 Kg	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order309 NEW	Name: Table la... SKU: Table-lam... Qty: 1	100.00 PREPAID	Daniel Craig daniel@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 1 Kg	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order308 NEW	Name: Red tshi... SKU: Red-Tshirt Qty: 2	4800.00 COD	Martin joy martin@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 1 Kg	Ship Now Create Invoice

4. Click on "Generate" to generate an invoice and/or picklist for all the selected orders.

SHIPROCKET 2156.65 Recharge Shiprocket\_ABC5g

Orders Processing 476 Ready to Ship 9 Pickups 251 Returns 0 All Orders + Add Order

Domestic International Select Pickup Address Generate Ship Cancel

15 orders have been selected. Select all 462 orders matching the criteria.

Generate  
Invoice  
Picklist

	ORDER ON	CHANNEL	ORDER ID STATUS	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	PICKUP ADDRESS	DIMENSION & WEIGHT	ACTION
<input checked="" type="checkbox"/>	27 Jul 2018, 03:00 AM	WOOCOMMERCE	19493 NEW	Name: FunkyTr... SKU: ShipRocke... Qty: 1	699.00 COD	sharmilla shaim rasoolbhai52@... #9849376646	mum	0 0 0 (kg)	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order310 NEW	Name: Nike sho... SKU: Nike-shoe... Qty: 2	7500.00 PREPAID	Jack Johnson jack@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 2 Kg	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order309 NEW	Name: Table la... SKU: Table-lam... Qty: 1	100.00 PREPAID	Daniel Craig daniel@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 1 Kg	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order308 NEW	Name: Red tshi... SKU: Red-Tshirt Qty: 2	4800.00 COD	Martin joy martin@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 1 Kg	Ship Now Create Invoice

5. Next, click on "Ship"

A courier company will be assigned to all the selected orders as per the courier priority set by you in the settings.

Post this, you will receive an email which will let you know about the status of each of the selected order. You can ship the orders by following the subsequent procedure.

	ORDER ON	CHANNEL	ORDER ID STATUS	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	PICKUP ADDRESS	DIMENSION & WEIGHT	ACTION
<input checked="" type="checkbox"/>	27 Jul 2018, 03:00 AM	WOOCOMMERCE	19493 NEW	Name: FunkyTr... SKU: ShipRocke... Qty: 1	699.00 COD	sharmilla shaim rasoolbhai52@... #9849376646	mum	0 x 0 x 0 (kg)	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order310 NEW	Name: Nike sho... SKU: Nike-shoe... Qty: 2	7500.00 PREPAID	Jack Johnson jack@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 2 Kg	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order309 NEW	Name: Table la... SKU: Table-lam... Qty: 1	100.00 PREPAID	Daniel Craig daniel@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 1 Kg	Ship Now Create Invoice
<input checked="" type="checkbox"/>	26 Jul 2018, 12:34 PM	MANUAL	Order308 NEW	Name: Red tshi... SKU: Red-Tshirt Qty: 2	4800.00 COD	Martin joy martin@xyz.com #9998889090	mum	10 x 10 x 10 cm Volumetric: 0.200 Kg Entered: 1 Kg	Ship Now Create Invoice

On completion of the process, all labels for your forward orders will be downloaded automatically.

## 5.Can I print manifest of orders in bulk? If yes, how?

Yes, you can print manifest of orders in bulk. Follow the steps given below to download bulk manifests for your forward orders:

1. Once you've generated the shipping labels for your bulk order, it will progress to the 'Ready to Ship' status. Locate the 'Ready to Ship' tab in the orders section, this is where you can find your 'Ready to Ship' bulk orders. Now you are required to generate a pick up request for your shipments.

	CREATED ON	CHANNEL	ORDER ID	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	STATUS	SHIPPING DETAILS
<input type="checkbox"/>	26 Jul 2018, 12:33 PM	MANUAL	Order296	Name: Black tshirt XL SKU: BlackTshirt Qty: 2	1500.00 COD	Martin Jay martin@xyz.com #9998889090	READY TO SHIP	Courier: Fedex AWB: 782048319526
<input type="checkbox"/>	26 Jul 2018, 12:33 PM	MANUAL	Order295	Name: Nike shoes SKU: Nike-shoes-9 Qty: 2	7500.00 PREPAID	Jack Johnson jack@xyz.com #9998889090	READY TO SHIP	Courier: Fedex AWB: 782048320232
<input type="checkbox"/>	26 Jul 2018, 12:33 PM	MANUAL	Order294	Name: Table lamp XL SKU: Table-lamp-red Qty: 1	100.00 PREPAID	Daniel Craig daniel@xyz.com #9998889090	READY TO SHIP	Courier: Fedex AWB: 782048320770
<input type="checkbox"/>	26 Jul 2018, 12:33 PM	MANUAL	Order293	Name: Red tshirt XL SKU: Red-Tshirt Qty: 2	4800.00 COD	Martin Joy martin@xyz.com #9998889090	READY TO SHIP	Courier: Fedex AWB: 782048322165
<input type="checkbox"/>	26 Jul 2018, 12:33 PM	MANUAL	Order292	Name: Black tshirt XL SKU: Black-tshirt Qty: 2	1500.00 COD	Martin Jay martin@xyz.com #9998889090	READY TO SHIP	Courier: Fedex AWB: 782048322485

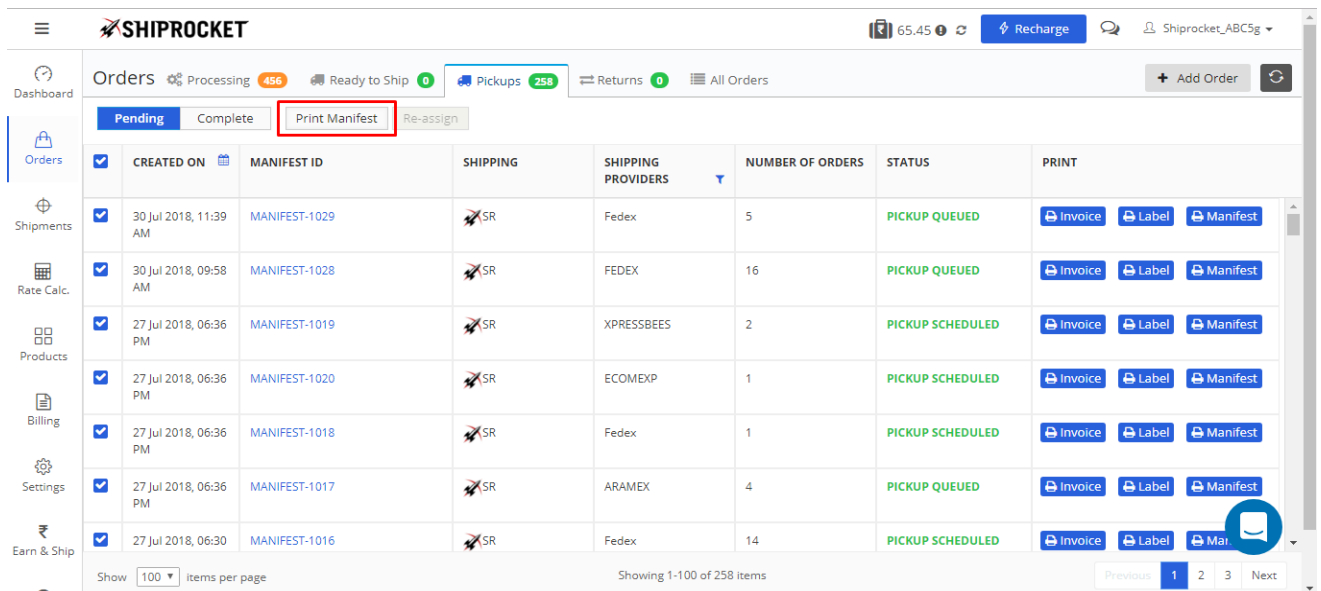
2. For generating pickup request, simply select the checkbox against each of those orders. In case you want to select all the orders present in the “ Ready to ship” tab click on “Select all”.

3. Click on the the ‘Bulk Pickup Request’ present on the left top of the panel. You will receive the manifest for all these orders in your registered email ID.

4. All these orders will now move to the 'Pickups' status.

	CREATED ON	MANIFEST ID	SHIPPING	SHIPPING PROVIDERS	NUMBER OF ORDERS	STATUS	PRINT
<input type="checkbox"/>	30 Jul 2018, 11:39 AM	MANIFEST-1029	SR	Fedex	5	PICKUP QUEUED	<a href="#">Invoice</a> <a href="#">Label</a> <a href="#">Manifest</a>
<input type="checkbox"/>	30 Jul 2018, 09:58 AM	MANIFEST-1028	SR	FEDEX	16	PICKUP QUEUED	<a href="#">Invoice</a> <a href="#">Label</a> <a href="#">Manifest</a>
<input type="checkbox"/>	27 Jul 2018, 06:36 PM	MANIFEST-1019	SR	XPRESSBEES	2	PICKUP SCHEDULED	<a href="#">Invoice</a> <a href="#">Label</a> <a href="#">Manifest</a>
<input type="checkbox"/>	27 Jul 2018, 06:36 PM	MANIFEST-1020	SR	ECOMEXP	1	PICKUP SCHEDULED	<a href="#">Invoice</a> <a href="#">Label</a> <a href="#">Manifest</a>
<input type="checkbox"/>	27 Jul 2018, 06:36 PM	MANIFEST-1018	SR	Fedex	1	PICKUP SCHEDULED	<a href="#">Invoice</a> <a href="#">Label</a> <a href="#">Manifest</a>
<input type="checkbox"/>	27 Jul 2018, 06:36 PM	MANIFEST-1017	SR	ARAMEX	4	PICKUP QUEUED	<a href="#">Invoice</a> <a href="#">Label</a> <a href="#">Manifest</a>
<input type="checkbox"/>	27 Jul 2018, 06:30	MANIFEST-1016	SR	Fedex	14	PICKUP SCHEDULED	<a href="#">Invoice</a> <a href="#">Label</a> <a href="#">Manifest</a>

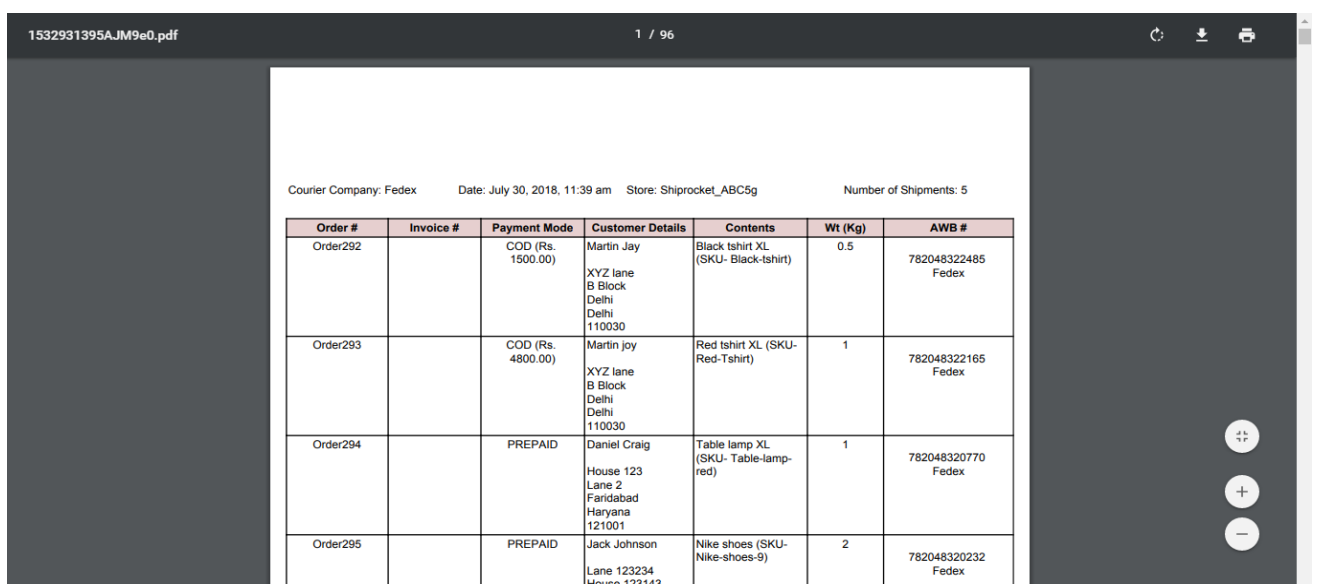
5. Next, select 'print manifest' to print a manifest for your bulk order. You can also print the label and invoice for all the orders present in the manifest ID.



The screenshot shows the SHIPROCKET dashboard. The 'Orders' tab is active, and the 'Print Manifest' button is highlighted in red. The dashboard displays a list of orders with columns for status, created on, manifest ID, shipping, shipping providers, number of orders, status, and print options (Invoice, Label, Manifest).

CREATED ON	MANIFEST ID	SHIPPING	SHIPPING PROVIDERS	NUMBER OF ORDERS	STATUS	PRINT
30 Jul 2018, 11:39 AM	MANIFEST-1029	SR	Fedex	5	PICKUP QUEUED	Invoice Label Manifest
30 Jul 2018, 09:58 AM	MANIFEST-1028	SR	FEDEX	16	PICKUP QUEUED	Invoice Label Manifest
27 Jul 2018, 06:36 PM	MANIFEST-1019	SR	XPRESSBEES	2	PICKUP SCHEDULED	Invoice Label Manifest
27 Jul 2018, 06:36 PM	MANIFEST-1020	SR	ECOMEXP	1	PICKUP SCHEDULED	Invoice Label Manifest
27 Jul 2018, 06:36 PM	MANIFEST-1018	SR	Fedex	1	PICKUP SCHEDULED	Invoice Label Manifest
27 Jul 2018, 06:36 PM	MANIFEST-1017	SR	ARAMEX	4	PICKUP QUEUED	Invoice Label Manifest
27 Jul 2018, 06:30	MANIFEST-1016	SR	Fedex	14	PICKUP SCHEDULED	Invoice Label Manifest

6. You will be redirected to a PDF file containing the manifest. You can download/print this file.



The screenshot shows a PDF manifest file. The header includes the file name '1532931395AJM9e0.pdf' and the page number '1 / 96'. The manifest details include the Courier Company (Fedex), Date (July 30, 2018, 11:39 am), Store (Shiprocket\_ABC5g), and Number of Shipments (5). The manifest table lists four orders with their respective details.

Order #	Invoice #	Payment Mode	Customer Details	Contents	Wt (Kg)	AWB #
Order292		COD (Rs. 1500.00)	Martin Jay XYZ lane B Block Delhi 110030	Black tshirt XL (SKU- Black-tshirt)	0.5	782048322485 Fedex
Order293		COD (Rs. 4800.00)	Martin joy XYZ lane B Block Delhi 110030	Red tshirt XL (SKU- Red-Tshirt)	1	782048322165 Fedex
Order294		PREPAID	Daniel Craig House 123 Lane 2 Faridabad Haryana 121001	Table lamp XL (SKU- Table-lamp-red)	1	782048320770 Fedex
Order295		PREPAID	Jack Johnson Lane 123234 House 123143	Nike shoes (SKU- Nike-shoes-9)	2	782048320232 Fedex

## 6.Can I cancel an order in Shiprocket? How will I get the refund for it?

We would like to inform you that the order can be cancelled from the ShipRocket panel itself, till the time it has not been picked up from the customer.

You can cancel the order by following the steps below:

- Log in to your ShipRocket panel
- Click on Orders > All Orders
- Click on the Order Id of that shipment.
- If the order is not yet updated as shipped, you can cancel the order from Orders Details > Cancel Order on Top Right Side.

After cancellation, the refund amount will be transferred back to your wallet within 3-4 working days.

## 7.How to add a return order?

We have introduced a new return module in our ShipRocket webapp. It aims at:

- Simplifying the reverse orders for your shipments
- Facilitating returns from either an existing forward order or fresh return order.

With the new ShipRocket platform, there are two main ways through which you can create return orders :

1. From 'Delivered' orders
2. Manual Reverse orders.

**1. From Delivered Orders** - Please follow the steps below to create a reverse order from 'delivered' orders:

- Go to the 'Orders' tab in the left menu
- Now, click on 'All Orders'
- For all shipments that have been marked as 'Delivered', you will automatically find a 'Create Return' option.

<div> Orders Processing <span>23573</span> Ready to Ship <span>126</span> Pickups <span>1828</span> Returns <span>97</span> <div>All Orders</div> <div> Add Order </div> </div>									
<div> <div>Search by Order id or AW</div> <div>2019-Jan-06 - 2019-Feb-06</div> <div>Delivered</div> <div>All Payments Methods</div> </div>									
	ORDER DATE	CHANNEL	ORDER ID	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	DIMENSION & WEIGHT	SHIPPING DETAILS	STATUS
<input type="checkbox"/>	7 Jan 2019, 04:17 PM	KARTROC	148768000000102	Name: Prod of 1... SKU: qqqq Qty: 1	1000.00 COD	Reema Tiwari ree@ree.com #9876543210	1x1x1 cm Volumetric: 0.00 Kg Entered: 0.50 kg	Courier: Xpressbees AWB No.: 13194181172796 Pickup Address: HomeD	<div>Create Return</div> <div>DELIVERED</div> <div>Reference No: 194_BIGFOOT 25149_08012019</div>

- Click on 'Create Return'
- A new page with prefilled details about your order will open
- By default, your buyer's address will become the pick-up address.
- By default, your pick up address will become the destination
- You can change your drop address or add a new address if you have multiple saved addresses.

## 2.) Manual Reverse orders

You can create a manual return order by following the steps below:

a) Go to the 'orders' tab in the left panel

b) Now, click on 'Create Return Order'

c) You will be redirected to a new page where you will have to fill in details like:

- Order ID
- Pickup address
- Mobile number
- Drop-off address
- Product details - ID, SKU, Quantity, price
- Weight and dimensions

Dashboard
Orders
Shipments
Rate Calc.
Products
Billing
Settings
Post Ship

Create Return Order

Pickup Details

Order ID \*

First Name \*

Phone \*

Post Code \*

Country \*

Order Date \*

Last Name

Address 1 \*

City \*

Company Name

Channel Name \*

Email \*

Address 2

Region/ State \*

Destination Details

Drop Address \*

OR

Add New Address

Once you have entered all details, you can click on the 'create return' option to proceed further.

Product Details

PRODUCT *	SKU *	HSN	QUANTITY *	TAX(%)	PRICE (₹) *	DISCOUNT (₹)	TOTAL
<input type="text" value="Search Pr"/>	<input type="text" value="Enter SKU"/>	<input type="text" value="Enter HSN"/>	<input type="text" value="Enter Qty"/>	<input type="text" value="Enter Tax"/>	<input type="text" value="Enter Price"/>	<input type="text" value="Enter Discount"/>	0.00

+ Add Another Product

Weight & Dimensions

Weight \*

Kg

For E.g. 0.50

(max 3 digits after decimal place) Note: The minimum chargeable weight is 0.50 Kg

Dimensions \* ⓘ

CM

L

B

H

Payment Details

Grand Total

0

Create Return

d) Once the return order is created it will be displayed in the 'returns' tab. You can click on the 'Initiate Return' tab to ship your return order.

## 8.What is RTO? What are the possible reasons behind RTO?

Your shipment comes in RTO panel when the courier executive couldn't deliver your shipment to the end buyer. In this case they mark the shipment RTO and sent it back to the original pickup address.

There could be a number of reasons behind RTO such as; customer rejects shipment at the time of delivery, incomplete address, the customer is not ready with cash, etc.

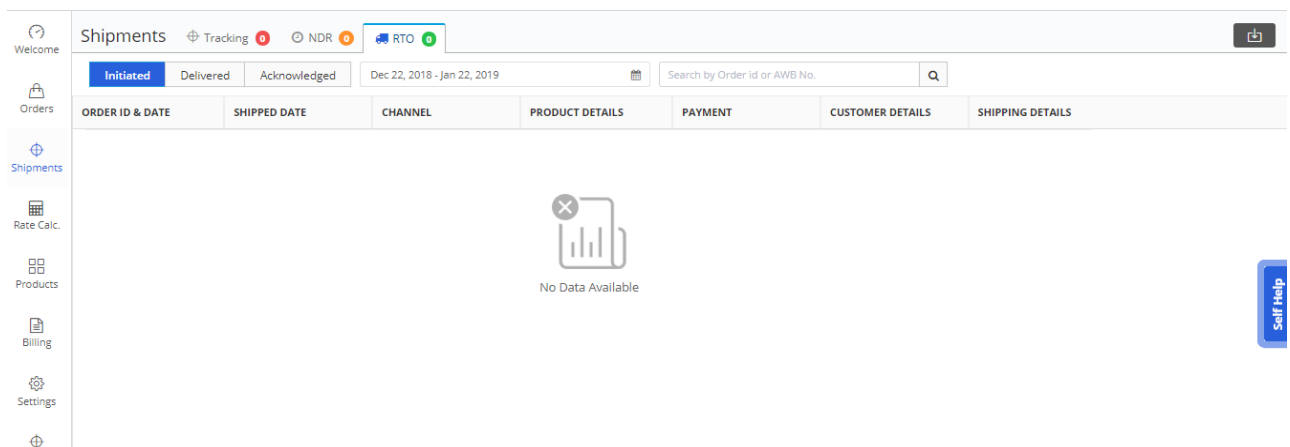
## 9. Where can I check RTO orders in panel?

To check RTO orders in the panel, you need to follow the steps mentioned below:

Step 1) Login to Shiprocket Panel <http://app.shiprocket.in> with your credentials.

Step 2) Go to the Shipments tab

Step 3) Select RTO Tab to check RTO orders.



## 10. How to reduce RTO in shipping?

You can reduce your RTO cost by following the tips given below:

1. **Contact Information** - Please make sure you fill correct and complete address with landmark while filling the customer's address. The same goes for his/her contact number.
2. **Fake Orders** - You can easily detect fake orders by identifying the contact details provided by the buyers. It could be a fake phone number, strange address, or even an email address. The key here is to stay alert against frauds.
3. **Order** - Make sure you are sending the right order to your customers.
4. **NDR** - Take action on NDR in time.



## **My customer is not available at the location.**

### **Help me!**

If your customer is not available at the time of delivery, the courier partner will make a second attempt on the next business day, and a third attempt on the following business day, if necessary.

## **11.What is an HSN code? Why do we require it?**

HSN code stands for Harmonised System Nomenclature code. It is a code used to classify goods for taxation and claiming benefits. In India, the HSN code is crucial as it is the determinant of the amount (percentage) of GST that is charged on a particular product.

## **What do we mean by SKU?**

**SKU** is the abbreviation for **Stock Keeping Unit**. It is a unique identifier for each distinct product.

It is a unique number given by a seller to the products in his store for easier inventory management and identification. It can be alphanumeric and can have from 8-12 characters. SKUs are unique to your store and must contain information which can be easily used to describe the product.

## **12.How to generate invoice and label for single and bulk order?**

### **I) Generating Label for a Single Order:**

1. Click on the Orders tab.
2. Now, click on the Ready to Ship tab. Select the order for which you need to generate the label.
3. Now click on the little 'Print' button to download your label.

Orders <span>Processing 16583</span> <span>Ready to Ship 111</span> <span>Pickups 1803</span> <span>Returns 93</span> <span>All Orders</span> <span>+ Add Order</span> <span>Refresh</span> <span>Print</span>									
<input type="checkbox"/>	ORDER DATE	CHANNEL	ORDER ID	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	PICKUP ADDRESS	STATUS	SHIPPING DETAILS
<input checked="" type="checkbox"/>	19 Nov 2018, 12:32 PM	MANUAL	lvslin	Name: test SKU: test12345 Qty: 1	83.00 PREPAID	dlvdsln lsd@dssln.con #9842475324	LOP	READY TO SHIP	Courier: Fedex Surface AWB: 783843048840

## II) Generating Label for a Bulk Order:

1. Click on the Orders tab.
2. Likewise, select all orders for which you need to generate bulk label.
3. Click on the 'Print' button and download your label.

Shiprocket <span>-94562.85</span> <span>Recharge</span>									
Orders <span>Processing 16620</span> <span>Ready to Ship 102</span> <span>Pickups 1808</span> <span>Returns 93</span> <span>All Orders</span> <span>+ Add Order</span>									
<input type="checkbox"/>	ORDER DATE	CHANNEL	ORDER ID	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	PICKUP ADDRESS	STATUS	
<input checked="" type="checkbox"/>	5 Nov 2018, 03:41 PM	MANUAL	1541412662686	Name: Default Package SKU: SKU1541412662686 Qty: 1	100.00 PREPAID	Fjf Fhj gmaol@gmail.com #9966558877	29	READY TO SHIP	
<input checked="" type="checkbox"/>	5 Nov 2018, 03:39 PM	MANUAL	1541412588553	Name: Default Package SKU: SKU1541412588553 Qty: 1	1400.00 PREPAID	Phirst Ilasy phirlast@gmail.com #9966332255	29	READY TO SHIP	
<input checked="" type="checkbox"/>	5 Nov 2018, 11:59 AM	MANUAL	5643	Name: abcde SKU: abcde Qty: 1	160.00 COD	First first@gmail.com #9876543210	29	READY TO SHIP	
<input checked="" type="checkbox"/>	3 Nov 2018, 04:58 PM	MANUAL	123789	Name: test SKU: 88228822 Qty: 1	100.00 PREPAID	asd sdln@sdkn.con #9893489834	29	READY TO SHIP	

## 13.How can I track my shipment status?

ShipRocket allows you to track your orders. Given below is a simple guide to tracking your orders.

Step 1: To track your orders, go to “*Shipment*” section in the left panel and “*Tracking*” Sub Tab. Here you can check the status of all your shipped orders

Dashboard

Shipments

Tracking

3130

NDR

0

RTD

40

Search by Order ID or AWB No.

2018-Dec-28 - 2019-Jan-28

All Statuses

	ORDER DATE	CHANNEL	ORDER ID	PRODUCT DETAILS	PAYMENT	CUSTOMER DETAILS	DIMENSION & WEIGHT	SHIPPING DETAILS	STATUS
	25 Jan 2019, 02:46 PM	MANUAL	9090909090	Name: Sony VAIO SKU: OC-SR-46 Qty: 2	200.00 CDO	efwefw efwefw@deli.com Entered: 1.00 kg	10x10x10 cm Volumetric: 0.20 Kg Entered: 1.00 kg	Courier: Xpressbees AWB No.: 13194181194594	OUT FOR PICKUP
	23 Jan 2019, 01:01 PM	MANUAL	1548228705394	Name: Default Package SKU: SKU1548228705396 Qty: 1	500.00 CDO	Deli Deli deli@deli.com #8080808080	2x3x4 cm Volumetric: 0.01 Kg Entered: 1.00 kg	Courier: Xpressbees AWB No.: 13194181191948	OUT FOR PICKUP
	23 Jan 2019, 12:57 PM	MANUAL	1548228422455	Name: Default Package SKU: SKU1548228422467 Qty: 1	1000.00 PREPAID	Ship Test test123@test.com #8525852589	10x10x10 cm Volumetric: 0.20 Kg Entered: 1.00 kg	Courier: Xpressbees AWB No.: 13194181899235	OUT FOR PICKUP
	22 Jan 2019, 05:14 PM	shop_86380	899343	Name: COPY ME HAMSTER SKU: 12750162657383 Qty: 1	998.00 PREPAID	Shoaib Ahmed shoaib.ahmed@gmail.com #9435514628	2x2x2 cm Volumetric: 0.00 Kg Entered: 0.50 kg	Courier: Ecom Exp AWB No.: 296729734	OUT FOR PICKUP
	22 Jan 2019, 05:26 PM	MANUAL	1548158205514	Name: Default Package SKU: SKU1548158205515 Qty: 50	10000.00 PREPAID	Swaat Verna swaat.verna@kartrocket.com #8851746691	1x1x1 cm Volumetric: 0.00 Kg Entered: 3.00 kg	Courier: Delivery Surface AWB No.: 1504810257364	OUT FOR PICKUP
	22 Jan 2019, 09:03 AM	MANUAL	1548128013920	Name: Default Package SKU: SKU1548128013922 Qty: 500	25000.00 PREPAID	Sa Vhh swaat.verna@kartrocket.com #8588827002	5x5x5 cm Volumetric: 0.03 Kg Entered: 5.00 kg	Courier: Delivery Surface Standard AWB No.: 1904111263636	OUT FOR PICKUP
	21 Jan 2019, 04:32 PM	MANUAL	200001	Name: Sony VAIO SKU: OC-SR-46 Qty: 2	400.00 CDO	app app@deli.com #8908090808	10x10x10 cm Volumetric: 0.20 Kg Entered: 2.00 kg	Courier: Xpressbees AWB No.: 13194181189509	OUT FOR PICKUP

Orders

Shipments

Rate Calc.

Products

Billing

Settings

Post Ship

Support

Earn & Ship

[Dashboard](#)
[Order Details](#)
Sync Tracking Info Cancel Order

---

# 909090909 - OUT FOR PICKUP

[Clone Order](#)
[Invoice](#)
[Label](#)

CUSTOMER DETAILS

efivefive  
evfivefive@del.com  
+91-6767777770

CUSTOMER ADDRESS

sds  
delhi  
South West Delhi, Delhi  
110030, India

PRODUCT	HSN	SKU	CHANNEL SKU	QUANTITY	UNITS PRICE(₹)	DISCOUNT(₹)	TAX (₹)	TOTAL(₹)
Sony VAO		OC-SR-46	OC-SR-46	2	100	0	0	200
<b>Order Amount</b>								<b>200</b>

ORDER DETAILS

Channel : MANUAL  
Order Id : 9090909090  
Order Created on Channel At : 25 Jan 2019 02:45 PM  
Order Created In System At : 25 Jan 2019 02:46 PM  
Payment Method : Cod  
Payment Gateway :  
EwayBill Number :

SHIPPING DETAILS

Dimension : 10.000x10.000x10.000 cm  
Volumetric Weight : 0.200 kg  
Entered Weight : 1.000 kg  
Charged Weight :  
Courier : Xpressbees  
AWB : 1319418119A4594  
Manifest Id : MANIFEST-2541  
Pickup Address : HomeD

Activities    Tracking

- 2019-01-26

▶

OUT FOR PICKUP

14:20:31
- 2019-01-25

▶

PICKUP SCHEDULED

14:47:32
- ▶

MANIFEST GENERATED AND PICKUP SCHEDULED

14:47:32
- ▶

LABEL GENERATED

14:47:20
- ▶

SHIPMENT DETAILS EDITED

14:47:10
- ▶

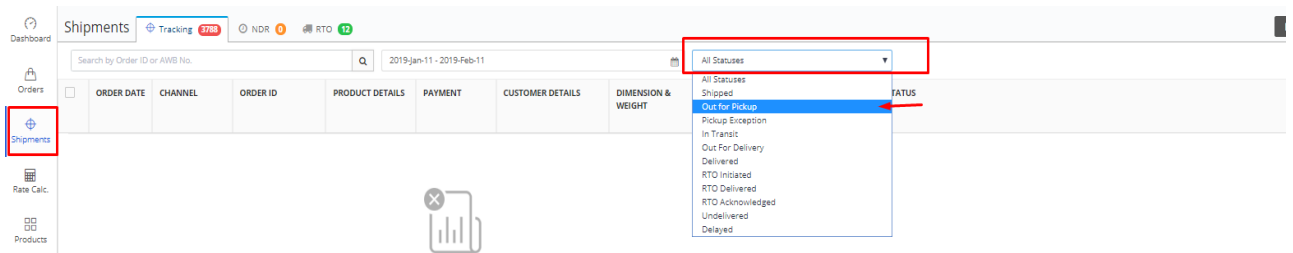
ORDER CREATED IN THE SYSTEM

14:46:45

The *RTO* tab shows all the orders that are being returned to the shipper.

You can track the shipments that are out for pickup in your Shiprocket panel. To do so-

- Select the '**Out for Pickup**' option in the drop down of the All Statuses filter  
All the orders that are out for pickup will be displayed on the tracking page.  
You can also select the date range to view your orders.



Alternatively, you can also filter your orders with the following statuses-

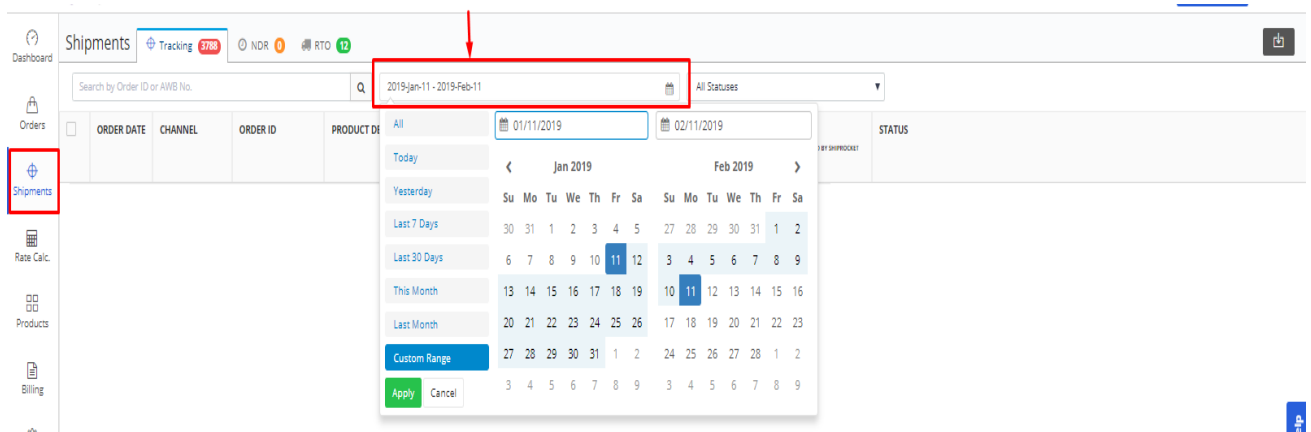
- Shipped
- Pickup Exception
- In-transit
- Out for delivery
- Delivered
- RTO Initiated
- RTO Delivered
- RTO Acknowledged
- Undelivered
- Delayed

## 14.How can I track shipments for a particular date range?

You can track your forward shipments in a particular date range in the Shipments tab. To do so-

- Go to **Shipments-->Tracking**

Select a custom date or a predefined range from the date filter as shown in the image below-



## 15. Can I reassign the courier company, once manifest is generated?

It is indeed possible to reassign a courier once manifest has been generated.

Described below is the process which help you do so-

- Go to **Orders** → **Pickups**
- Select the order and click on re-assign.

## 16. What are the different pick up statuses?

A pickup is the final stage of the order processing, implying that the courier company is ready to receive the shipment.

You can also filter your orders by different statuses in the Shiprocket panel. To do so-

- Go to **Orders** tab in the left panel
- Locate **All Orders** from the top level tabs visible on the screen
- Click on the desired pickup filter by selecting from the drop down of the '**All Status**' filter

The various stages of the Pickup are:

**Pickup Scheduled:** An order for which the Pickup Request has been generated and sent to the courier company is marked with the status 'Pickup Scheduled'



