

Delivery_Order status

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ORDER STATUS

This article explains the procedure to follow when a customer asks about the status of their order or when they will receive it.

Click here [Flexi Order Status](#) to view the process flow.

PROCEDURE

1. Select the classification **Delivery > Order Status**.

2. Fill the required field "**Original or Suborder**":

- "**Original order**": if the customer is inquiring about the status of the original order ending in 00.
- "**Exchange or replacement**" if they are inquiring about the status of an exchange or replacement order ending in 01, 02, etc.

3. **Check the status of the order in the "Order" section of the case.**

If it has been shipped and does not yet appear "delivered," also check the status from the carrier by clicking the "**Tracking URL**" link in the same section to access online tracking.

Order	
Order Id	Purchase Id
EIOPEH	MNG0003P8I3B (1)
Purchase Date	Status
21/03/2025, 16:36	delivered (trans_delivered)
Buyer Name	Buyer Email
	@gmail.com
Payment Method	Total
CREDIT_CARD	125.75 EUR (125.75 EUR)
Delivery Type	Tracking URL
Estandar (home_delivery)	

If there is no link or it doesn't work, check the tracking number in the "**Order > Shipping**" tab of the case (if it doesn't appear either, check it in Wintegrate) and then check the status on the carrier's website (check which carrier it was shipped with in WTG or in the KB article [Transport Manual](#)).

4. If necessary, fill in the required field "**Order status (no-integrated carrier)**" by selecting **the order status on the day the customer contacted us** (not the status it had on the day Omnichannel assigned the case to us or the day we resolved it). For more information, see [Delivery Order status Order status \(no-integrated carrier\)](#).

Next, proceed according to the order status:

- **SHOWS DELIVERED AT HOME, DRP ("PICKUP POINT"), OR MANGO STORE**

- Inform the customer about the delivery.
 - Resolve the case.
-

* For deliveries at home or DRP, we can send the POD (Proof of Delivery) to the customer if necessary.

If the customer says that the order is not at the DRP or in store or that it has not been delivered in their address, we must modify the classification to "**Lost Order**", follow the steps indicated in the corresponding KB article and in the required field "**Lost Order Status**" select the appropriate option:

- "**Delivered-Customer did not receive it**": it appears delivered to the home address, to the doorman, to a neighbor or a nearby establishment, or to the garden or area near the customer's home. After making the necessary checks, the customer confirms that they have not found the order in the place indicated by the carrier in the online tracking or POD. For more information, see the KB [Delivery Lost order Delivered-Customer did not receive it](#).
- "**Delivered to wrong address**": the customer selected delivery to a home address, and the carrier's POD or online tracking shows that the package was delivered to a completely different address than the one indicated in the order (delivery to a neighbor's house, the doorman, a nearby establishment, or similar is not considered an "incorrect address"; a "wrong address" refers to an address that bears no relation to the provided address or is located in another town).
- "**Store does not have the order**": the order shows delivered to the Mango store selected by the customer, awaiting collection. The customer went to collect it and was informed by the store that it had not been received.

- **"DRP does not have the order"**: the order shows delivered to the DRP selected by the customer, waiting for them to pick it up. The customer went to pick it up and the DRP told them they hadn't received it. For more information, see the KB [Delivery Lost order DRP does not have the order & DRP handed to wrong person](#).
- **"DRP handed to wrong person"**: the customer selected delivery to DRP, and the carrier's POD or online tracking shows the package was picked up by a completely different person than the order's recipient. For more information, see the KB [Delivery Lost order DRP does not have the order & DRP handed to wrong person](#).

In calls or chats, we can provide the delivery details to the customer during the conversation without needing to send the POD. If the customer does not recognise the delivery details and insists that the package is not at the DRP or has not been delivered to the provided address, we must consider it directly as a **"Lost order"**.

* For store deliveries, we must contact the store by email and leave the case in "Request > Store" status awaiting for the store to confirm if they have it, and modify the classification based on the store's response:

- They have the order: leave **"Confirmed in store"** in "Order status (non-integrated carrier)".
- They do not have the order: change the classification to **"Lost Order"**, select **"Store does not have the order"** in "Lost Order Status", and process the replacement or refund as preferred by the customer.

If it does not yet show delivered, we must check if it is still within the delivery timeframe or not. To do this, we must consider the delivery date indicated to the customer when making the purchase; on the checkout screen (date that we internally call *"customer promise"*). This date can be checked in Salesforce: in the **"Order" tab of the case, under Delivery > "Estimated Delivery Date" field**:

Delivery Type Estandar (home_delivery)	Omni-Channel Delivery Type NOT_APPLY	Estimated Delivery Date 24/04/2024, 02:00	Shipping Price 0 EUR
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Delivery times are usually modified during sales and major promotions (such as Black Friday, Private Sales, etc.) or when significant logistical issues are reported by Mango or the Team Leaders. Therefore, it is always important to check the estimated delivery date to provide accurate information to customers.

- **DOES NOT SHOW DELIVERED AND IS STILL WITHIN THE DELIVERY TIMEFRAME**
 - Remind the customer of the estimated delivery date informed at the time of purchase so they have an idea of when they will receive it and explain that it will arrive in the coming days.
 - Resolve the case.
-

* If the customer needs the items urgently: we need to check if there is stock in a nearby store using the "Store Availability" button on the website. If it is available, we need to contact the store to reserve the items in the customer's name.

* If we manage to reserve the items in the store, we need to take 2 steps:

1. Confirm the order prices with the store to ensure they will honour them (if the cashdesk system shows a higher amount, ask the store to adjust the price as compensation).
2. Inform the customer and advise them to refuse the order when the courier attempts delivery (the refund will be processed once we receive it back in our warehouse). If the order was in preparation, we can cancel it as explained in [Cancel Orders in Salesforce](#) (once it is "Packed / Packing started", it can no longer be cancelled).

- DOES NOT SHOW DELIVERED AND IS OUTSIDE THE DELIVERY TIMEFRAME

Proceed depending on whether the order has been shipped or not:

- **Order was shipped outside the deadline**

Check the online tracking information:

- Shows delayed or in incidence

- Ask them to wait because the delay has already been notified and it will be delivered soon.
- Resolve the case.

* If the customer needs the items urgently: we need to check if there is stock at a nearby store using the "Store Availability" button on the website. If there is, we need to contact the store to reserve the items on the customer's behalf.

* **If the customer no longer wants the order:**

1. Change the contact reason to "Lost Order".
2. Process the refund (see [Process refund in WTG](#)).
3. Mark the refunded items in "Order > Lines" by selecting the items included in the package, clicking "Add item issue/inquiry", and selecting "Missing/lost items (flexi)" in the "Type" drop-down field.

4. Request the carrier to return the order to us.
5. Inform the customer about the refund and request that they return the package if they receive it.
6. Resolve the case.

- Ask them to wait, as it should be delivered shortly. Note: If there is an ongoing issue (e.g., incorrect address), try to resolve it by asking the customer to confirm the address with the carrier or take the necessary action
- Resolve the case.

* Customer needs the clothes now and does not want to wait: search for the clothes in the store, just like above.

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- No traceability for more than 4 working days from the date of shipment
(7 working days for countries where it is common to have no traceability for several days)

*** IT IS A DELIVERY TO HOME ADDRESS OR DRP**

1. Change the contact reason to "**Lost order**".
2. Process refund or replacement according to the client's preference (see [Process refund in WTG](#)).
3. Mark the refunded/replaced items in "**Order > Lines**" by selecting "**Missing/lost items (flexi)**" in the "**Type**" field.
4. Inform the customer about the refund or replacement.
5. For deliveries at home or DRP, ask the customer to return the package to us if they receive it.
6. Resolve the case.

*** IT IS A DELIVERY TO STORE**

- **It does not show confirmed in store after the deadline:** contact the store to confirm if they have it.

They have the order: inform the customer and resolve the case.

They do not have the order: change the contact reason to "Lost order," process the refund or replacement, and mark the items as "Missing/lost items (flexi)", as in the previous section.

In calls, ask the customer to confirm the address in case it needs to be changed.

If customer chose delivery to DRP and now wants delivery to a home or store, or vice versa, we'll need to refund the order and ask them to place a new order, providing the customer with a 10% discount code for the inconvenience. The same applies if the order type doesn't allow to process replacement.

If the customer needs the order urgently, we can offer the customer to place a new order with express/24-hour shipping (if available in the country) and refund the shipping costs once they've placed the new order.

- Order is not shipped yet (has not left the warehouse)

Ask the customer if they still want to receive it:

- **Customer still wants the order**

- **Order hasn't left the warehouse for more than 10 working days**

- Explain to the customer that orders are prepared using a fully automated system that doesn't allow forcing the shipment of a specific order or prioritizing it over others.

- **Important:** if an order has been in the warehouse for more than 10 working days, even if the customer is still interested in receiving it, we must consider it lost and inform the customer that we must process the refund. If, due to the status or type of order, we cannot cancel it ourselves, we must escalate the case to Ebusiness.

- We need to provide a 10% discount code so they can place a new online order or try to search for the items in-store (note that the 10% discount does not apply to in-store purchases). If the order had a higher discount applied and customer requests a higher discount, escalate the case to Online Operations.

- **Order hasn't left the warehouse for less than 10 working days**

- DO NOT ESCALATE TO EBUSINESS. We apologize for the delay, appreciate your patience, and ask them to wait as we are doing everything possible to ship the order as soon as possible.

- IMPORTANT!!** Note that orders made during **Sales, Black Friday, Private Sales, etc., or affected by a reported massive incidence** are excluded from this procedure. In these cases, we must follow the instructions provided by the Team Leaders (it is possible that more than 10 days have passed and they have requested not to escalate the orders to Ebusiness, etc.).

- **Customer does NOT want the order anymore**

- **It is an order that we can cancel from Customer Service:**

- Cancel it as explained in [Cancel order](#) (in "inboxing / init. inbox / ready / prealert" it is not possible to cancel).

- **It is an order that we CANNOT cancel from Customer Service and it has been in the warehouse for more than 10 working days** (IPAD orders or in inboxing for example)

- Try if the system allows us to process a refund:

* Refund processed OK in the system:

- Tell the customer that we have processed the refund but cannot guarantee that the order will be canceled. Ask to return it to us in case they receive it and resolve the case (do not escalate it to Ebusiness).

* Refund error:

- Escalate to Ebusiness. **Ebusiness is not able to cancel the order**, the only thing they can do is try to process the refund or try to stop the shipment.

Some of these orders escalated to Ebusiness may not change to "cancelled" status, may not receive an email confirming the cancellation, or may be shipped despite having already processed the refund as an exception. If customer receives the items, we ask to return them to us.

SPECIAL SCENARIOS AFTER THE REFUND OR REPLACEMENT HAS BEEN PROCESSED

- **The customer confirms that they have received the original order after processing the replacement**

The suborder is in preparation, inboxed or already shipped: tell the customer that we will try to stop the shipment but that, if we are no longer on time or the system no longer allows it and the courier comes to deliver it, they can keep the items as an exception in this specific case and resolve the case.

- **The customer says that they do not want the replacement we processed and prefers a refund (they have not received the original order)**

The suborder is in preparation, inboxed or already shipped: tell the customer that we will try to stop the shipment, but if we are not on time or the system no longer allows it and the courier comes to deliver it, please reject it so it can be returned to our warehouse, where the refund will be processed.

- Only if the order has been shipped: contact the carrier to request "Stop & Return."

- Resolve the case.

- **The customer confirms that they have received the original order after processing the return and asks how to pay us**

- Provide the customer with Mango's bank account so they can make the payment by bank transfer (see [Mango bank accounts](#)). Ask the customer to include the order number and their name in the transfer subject line and inform them that if their bank charges a fee for the transaction, they should subtract that amount from the total amount to be transferred.

MANGO