

**Delivery_Order
status_Order status (no-
integrated carrier)**

SUMMARY

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Regarding tracking traceability, there are two ways to ship orders:

1. WITH INTEGRATED TRACKING FROM THE WAREHOUSE OF ORIGIN:

The Mango warehouse ships the order with an integrated tracking number from origin, which the carrier recognizes and incorporates into its system. This allows all statuses to be visible in our tools, without having to consult the carrier's website.

2. WITHOUT INTEGRATED TRACKING FROM THE ORIGIN:

The Mango warehouse ships the order without tracking, and upon receipt by the carrier, they assign a tracking number that is not linked to our system. Therefore, we do not have visibility of the delivery status in Mango's systems, only on the carrier's website.

The required field "**Order status (no-integrated carrier)**" of the classification and contact reason "**Delivery > Order status**" is displayed only in cases with orders that are shipped with non-integrated tracking. For these orders, since the status is not automatically saved in the system, we need the agent to select the order status on the day the customer contacted Customer Service (not the status on the day Omnichannel assigned the case to us or the day we resolved the case).

The meaning of the different statuses displayed in the drop-down menu is explained below:

Status	Meaning
In preparation	<p>* Orders with standard delivery to home address or to DRP placed less than 48 working hours ago that the warehouse has not yet shipped.</p> <p>* Orders with express, urgent, or store delivery that are within the delivery period and the warehouse has not yet shipped.</p> <p>* Multi-warehouse orders placed less than 48 working hours ago that have not yet changed to "International dispatch" status.</p> <p>Important: Check the Order > Events tab of the case. If the order has never been in status "warehouse +48", select "In preparation"; otherwise, select "Warehouse delay +48h".</p>
Warehouse delay +48h	<p>* All orders that have been in preparation by the warehouse for more than 48 working hours.</p> <p>* Multi-warehouse orders placed more than 48 working hours ago that have not yet changed to "International dispatch" status.</p> <p>Important: Check the Order > Events tab of the case. If the order has never been in status "warehouse +48", select "In preparation"; otherwise, select "Warehouse delay +48h".</p> <p>It is important to consider the time when the order was placed to correctly calculate the 48 working hours of warehouse preparation and select the correct status. <u>Example:</u> if the order was placed on a Friday at 8 pm, we must select "Warehouse delay +48h" from Tuesday at 8 pm.</p>

International dispatch	<p>* Orders in "International dispatch" status that took less than 48 working hours to change to this status. If they took more than 48 working hours to change to "International dispatch" status, select "Warehouse delay +48h".</p> <p>Important: Check the Order > Events tab of the case. If the order has never been in status "warehouse +48", select "International dispatch"; otherwise, select "Warehouse delay +48h".</p>
Shipped	<p>* Orders with delivery to a home address, DRP, or to store that are only marked as shipped, without any subsequent status such as "absent", "delivered at home", "confirmed", etc.</p>
Delivered at home	<p>* Orders marked as delivered to the address provided by the customer, as well as orders marked as delivered to the doorman, a neighbour's house, a nearby establishment, the garden, front door, safe place, a nearby area, or similar.</p>
Delivered in DRP	<p>* Orders marked as delivered to the selected drop point and awaiting customer collection.</p> <p>Note: If the customer chose home delivery and the carrier delivered it to a drop point, we must also select "Delivered in DRP".</p>
Confirmed in store	<p>* Orders marked as delivered to a Mango store and awaiting customer collection.</p>
Collected in DRP	<p>* Orders that show as collected by the customer at a pickup point.</p>

Collected in store	<p>* Orders that show as collected by the customer at a Mango store.</p>
Not confirmed by DRP	<p>* Orders with delivery to a drop point sent from the warehouse that, after 3 working days, are still not marked as delivered to the DRP (they have been in "Shipped" status for more than 3 working days).</p>
Not confirmed by store	<p>* Orders with delivery to a Mango store sent from the warehouse that, after 5 working days, are still not confirmed by the store (they have been in "Shipped" status for more than 5 working days).</p>
Tracking doesn't work	<p>* Orders sent from the warehouse whose online tracking does not work (i.e., the URL shows an error message) after 48 working hours.</p> <p>Note: If the tracking does not work or shows no updates within the first 48 working hours from shipment, we must select "Shipped", as it is still on its way to the carrier's depot. The tracking may update once the carrier scans the tracking in their system.</p>
Tracking not updating	<p>* Orders sent from the warehouse whose online tracking does not show updates (the URL shows the tracking and the status is "label created", "shipped", "tracking created", "collected", "received", "prealerted", or similar, but there are no subsequent updates of delivery attempts to the customer).</p> <p>* We also use this status for orders that were in delivery process ("out for delivery") days ago and have no updates in subsequent days.</p> <p>Note: If the tracking does not work or shows no updates within the first 48 working hours from shipment, we must select "Shipped", as it is still on its way to the carrier's depot. The tracking may update once the carrier scans the tracking in their system.</p>

<p>Same status several days</p>	<p>* Orders that have at least one update of a delivery attempt to the customer (any status after shipment or reception indicated as "label created", "shipped", "tracking created", "collected", "received", "prealerted", or similar).</p> <p>* Orders that have been in the same delivery status in online tracking for more than 48 working hours for several days.</p> <p>Note: If the tracking does not work or shows no updates within the first 48 working hours from shipment, we must select "Shipped", as it is still on its way to the carrier's depot. The tracking may update once the carrier scans the tracking in their system.</p>
<p>Cancelled</p>	<p>* All orders that appear cancelled in the system.</p> <p>Note: Do not select this status for orders that we have tried to cancel by sending an email to the carrier requesting Stop & Return, nor if we have processed the return without changing the status to cancelled.</p>
<p>Returned to Sender</p>	<p>* All orders sent from the warehouse that the carrier has returned to the warehouse because they could not be delivered (due to the customer being absent, incorrect address, inability to access the address, customer not collecting it from the DRP, Stop & Return requested by Customer Service, etc.).</p>

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