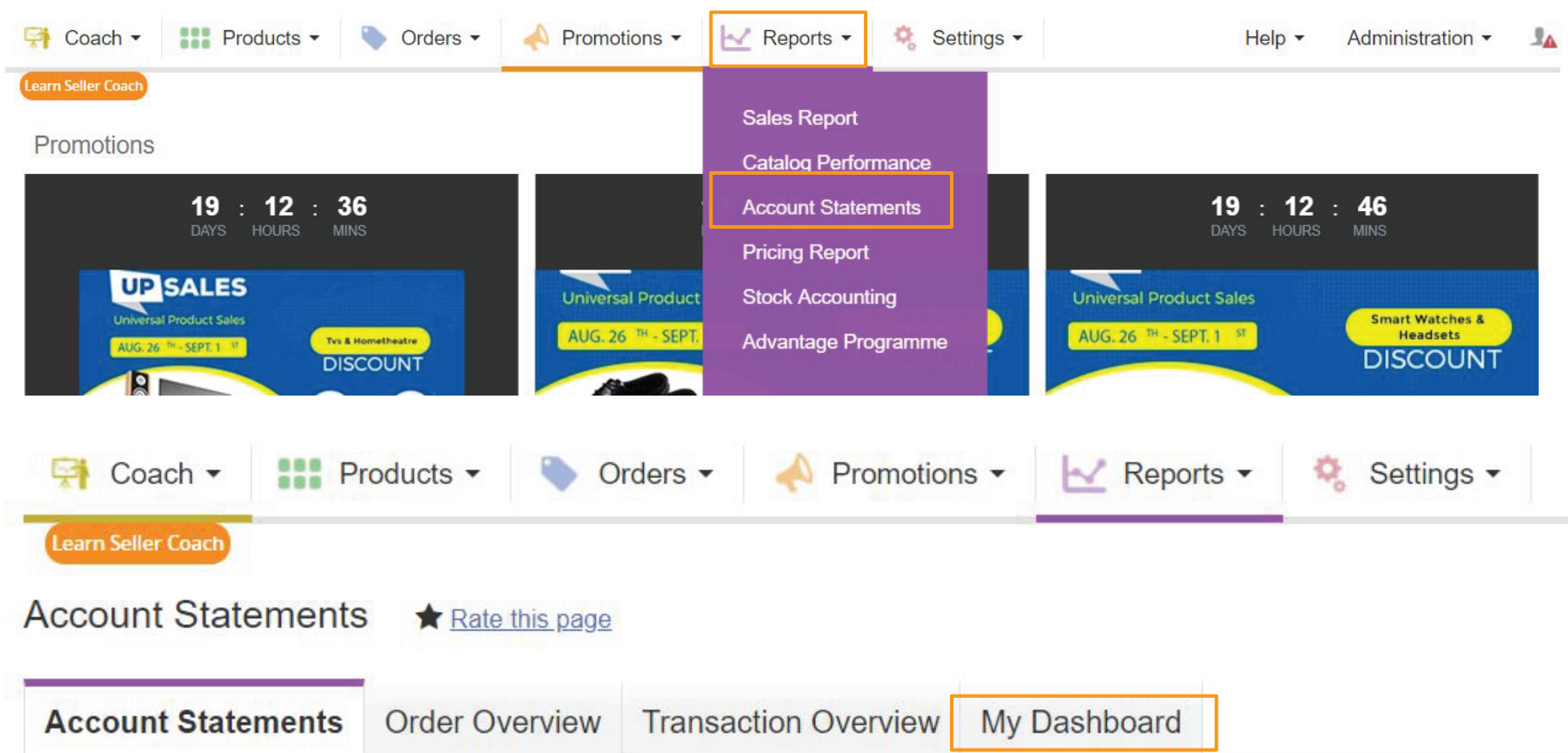


# How to use 360 Dashboard?

## 1. Where can you find the 360 Dashboard?

- You can find the 360 Dashboard in the **Seller Center: Reports** → **Account Statements** → **My Dashboard**



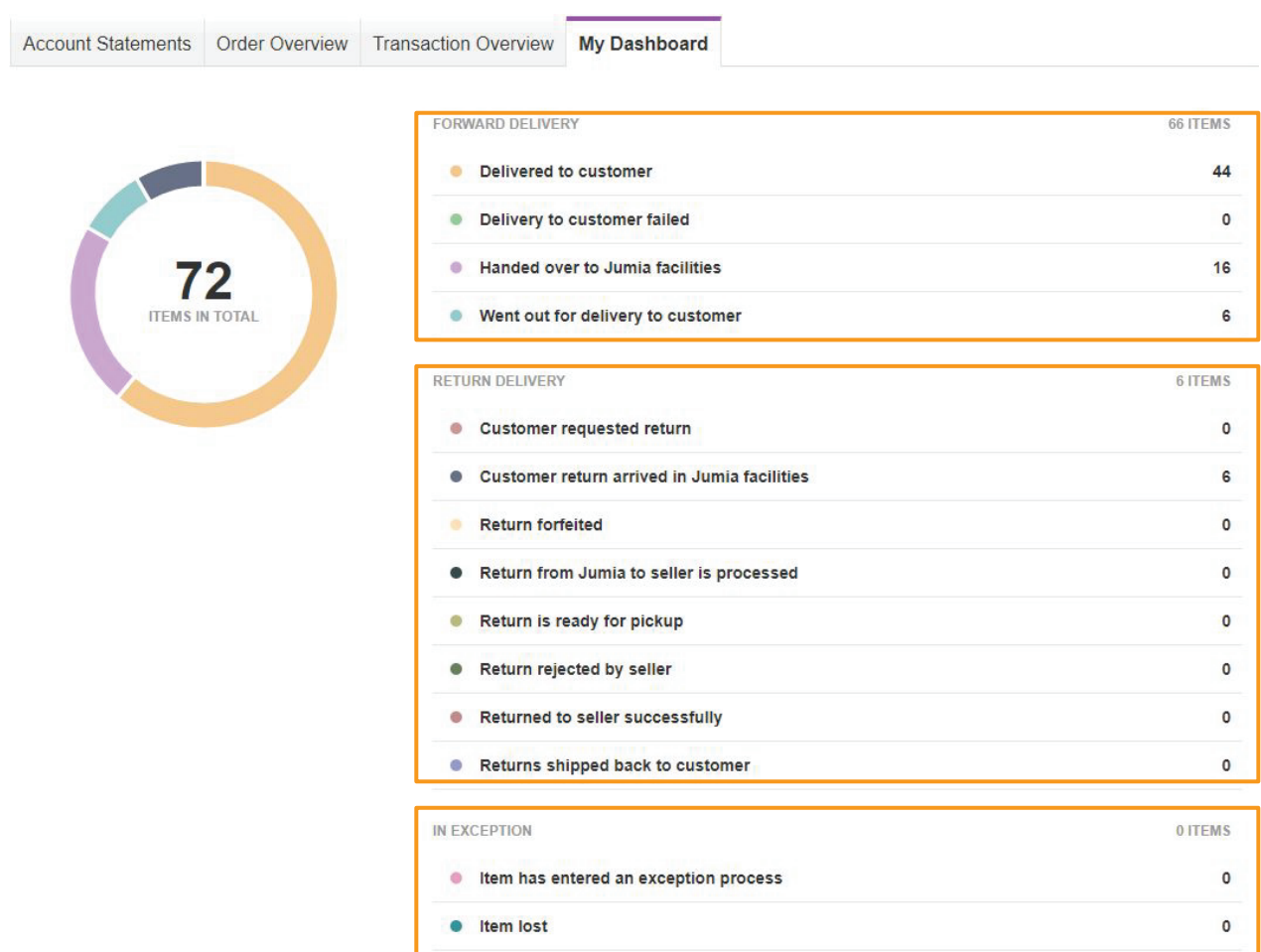
## 2. What is the 360 Dashboard?

- The 360 Dashboard provides **an overview of the status of your items** processed by Jumia's services, both during the delivery process to the customer and during the return process of the items to the seller.

- Forward delivery includes all items that are handled by the Jumia's services to be delivered to the customer.

- Return delivery includes all items that are processed between Jumia's services after they were rejected by the customer.

- In exception includes all items that are exceptionally lost or with any status that has not been previously mentioned.



## 3. Export the data you need.

- With 360 Dashboard, you can click on an item status, and view some information about these specific items such as their seller SKU, their Order Confirmation Date and the Order Item Status.

The screenshot shows a list of items with a search bar and an export button. The 'Customer return arrived in Jumia facilities' status is highlighted, and a search filter is applied to the list.

Updated At	Item Id	Logistics Status	Seller SKU	Order Confirmation Date	Order Number	Order Item Status
24 Jul 2019 03:09	16806883	Customer return arrived in Jumia facilities	49400901	30 Jun 2019 09:02	<a href="#">341689419</a>	Returned - External
24 Jul 2019 01:29	16536911	Customer return arrived in Jumia facilities	50221693	24 Jun 2019 09:52	<a href="#">381564759</a>	Returned - External

## 4. Any questions? Don't worry we are here to help you!

- Raise a claim on the Internet: [https://jumia\\_form.formstack.com/forms/vendor\\_claims\\_uganda\\_2019](https://jumia_form.formstack.com/forms/vendor_claims_uganda_2019)

- Call us: **0323001350**

- Ask an agent in a Vendor Drop-Off: <https://vendorhub.jumia.ug/1766-2/>