

How to track an order?

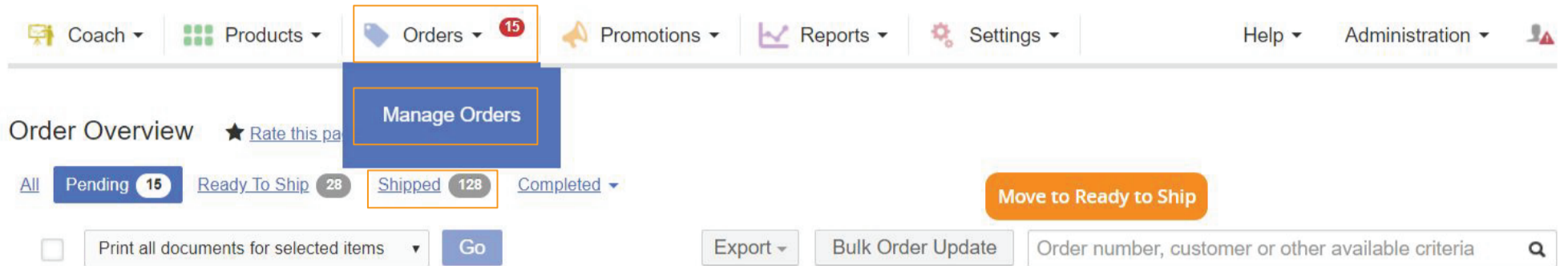
You can now track the status of your shipped orders via your Seller Center portal. With this new feature, you can view the point-by-point movements of your processed orders, including:

- movement from the warehouse to the customer hub;
- each delivery attempt;
- in the case of a failed delivery, movements from hub back to the warehouse.

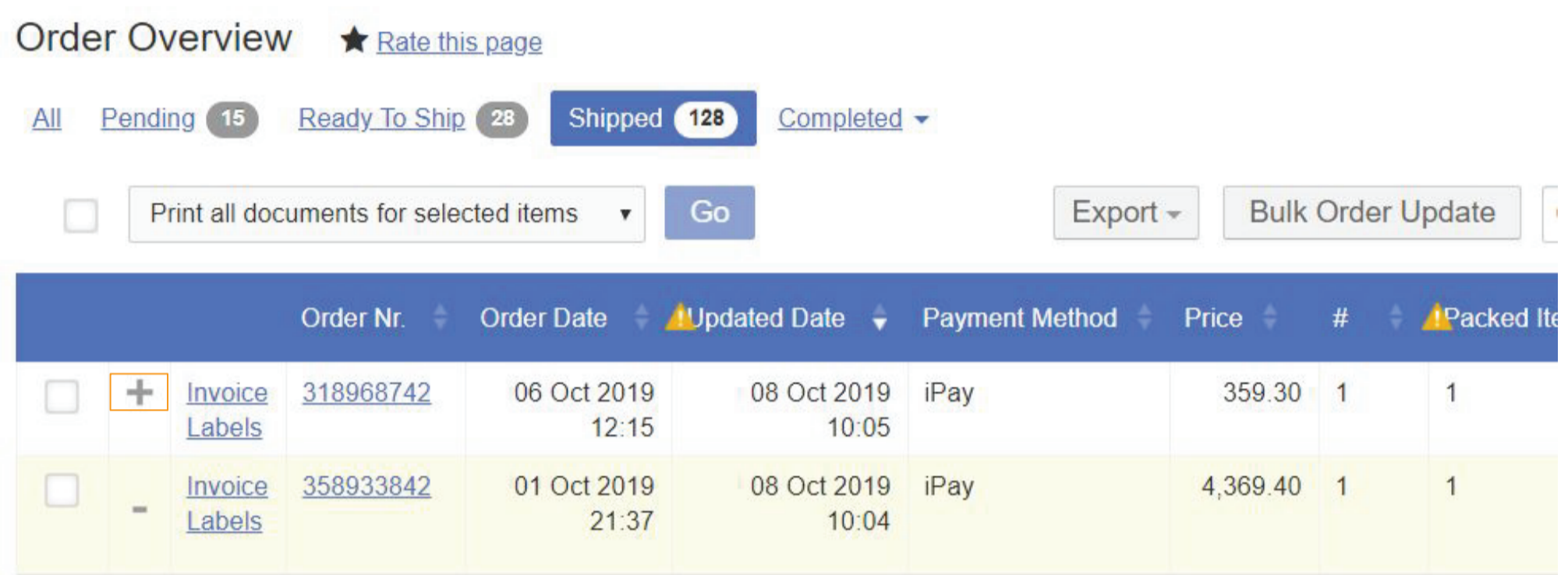
1. How does it work?

A/ Go to *Orders* → *Manage Orders* → *Shipped*.

There you will find a list of orders with the “*Shipped*” status.



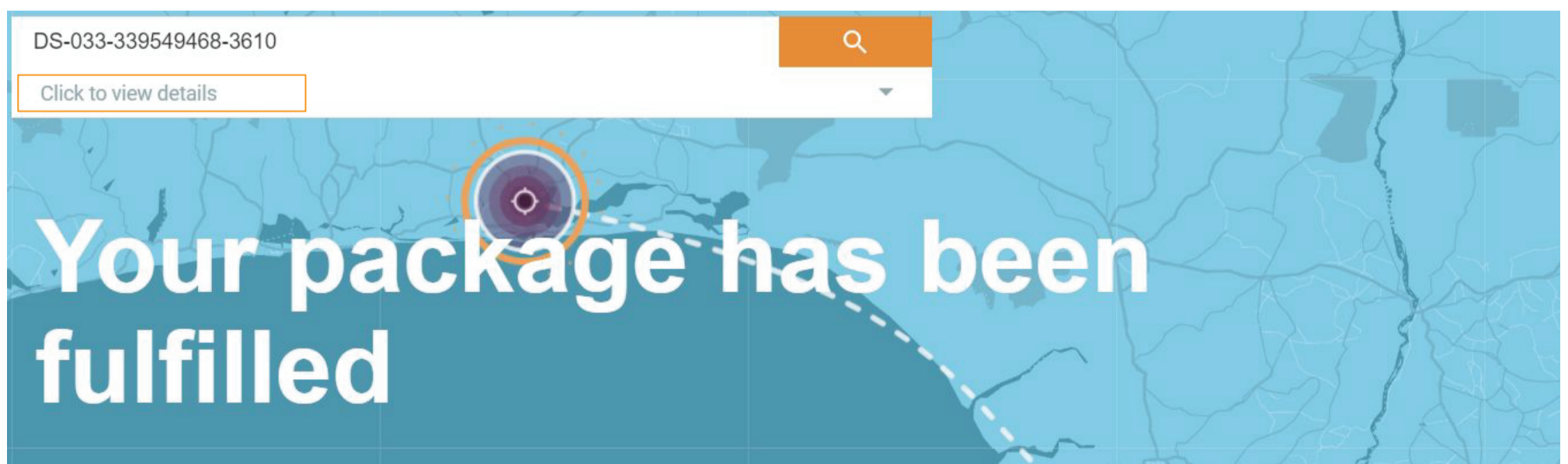
B/ Find the order you want to track and click on the sign +.



C/ Then, click on the tracking link in the column “*Shipping Information*”



D/ You will then be redirected to this map, on which you can see the delivery status and all the details by clicking on “Click to view details”.



2. 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
- Call us: **0323001350**
- Ask an agent in a Vendor Drop-Off: <https://vendorhub.jumia.ug/1766-2/>