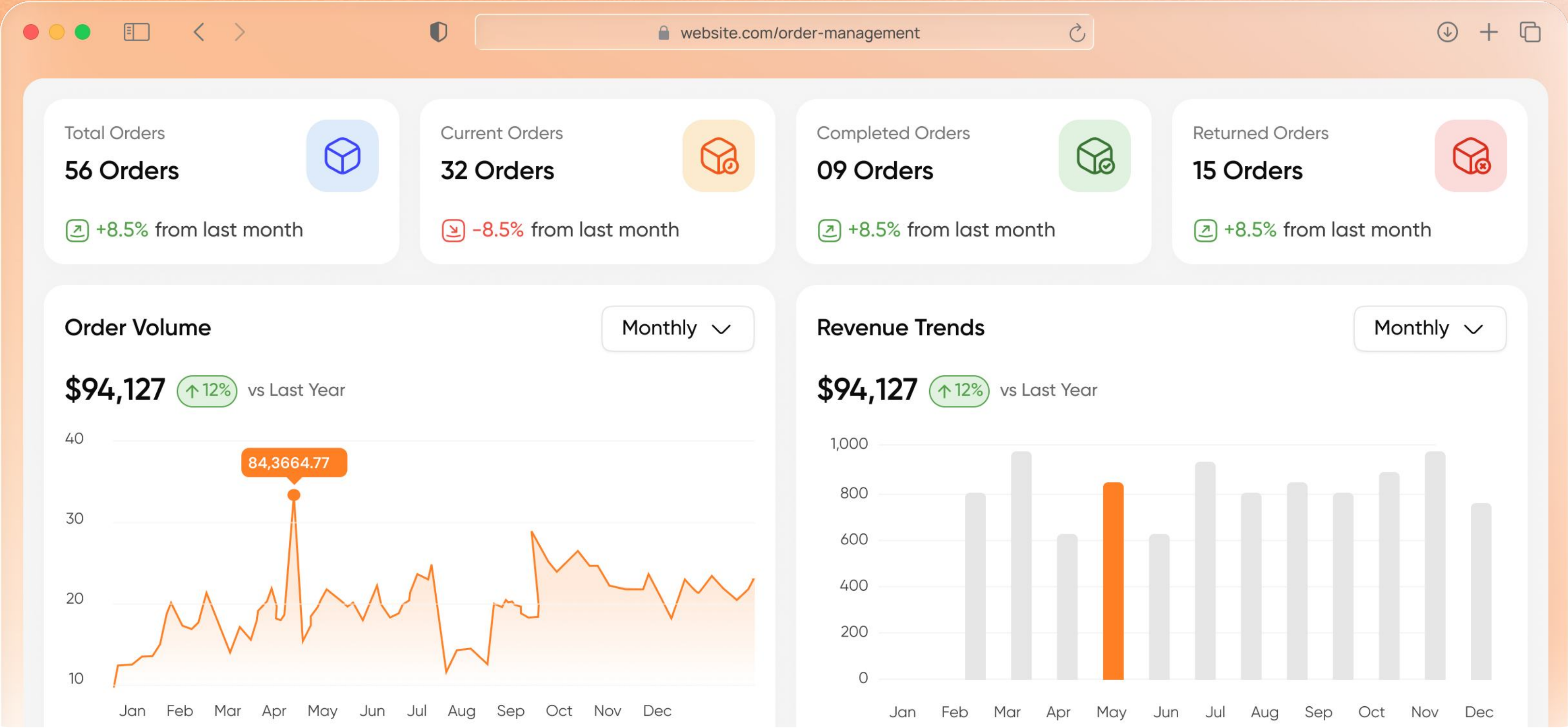


Real Client Project

8 minutes read

Designing Seller Order Fulfillment

From order acceptance to warehouse dispatch



 Role
Product Designer

 Platforms
Web & Mobile

 Team
PO, PM, Developers

 Duration
6 months

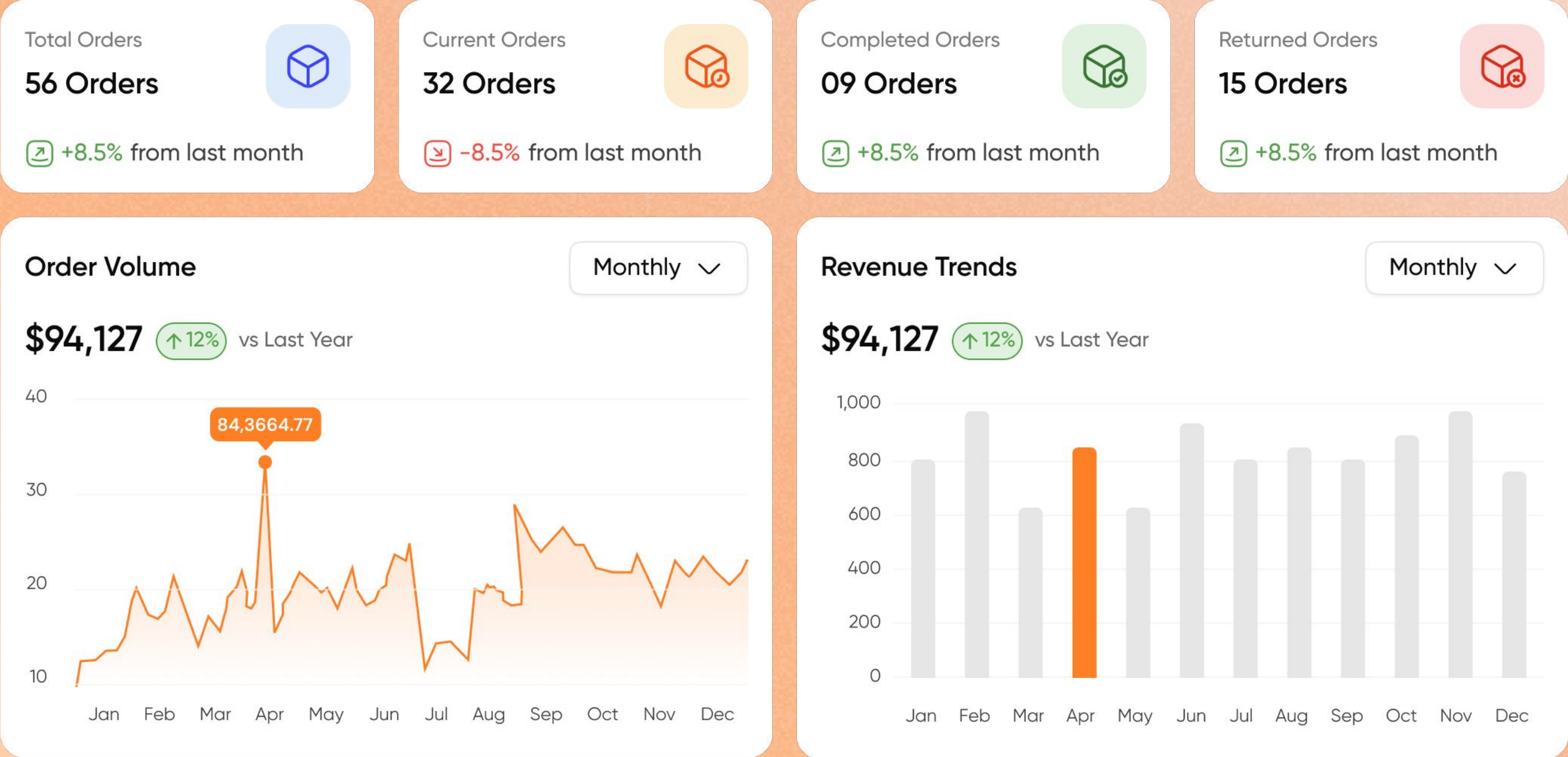
In this case study, we explore the seller-side order management flow, from receiving and accepting an order to preparation, packing, shipping, and handover to the delivery driver.

The goal was to simplify a complex operational workflow and turn it into a clear, structured, and manageable experience for sellers.



See what's happening before deciding what to do next

The overview brings together the information sellers need before managing individual orders. Key metrics provide a quick snapshot of current activity, trend charts reveal changes over time, and the order table offers immediate access to every active order. Instead of switching between multiple views, sellers can understand the current state of their business and move directly into action from a single workspace.



Orders Received

Update Order List

Search...

Filters

Sort by: Best Match

Order Number	Date	Customer Name	Total Price	Order Status	Payment Status	Details	Action
#334902441	May 8, 2024	Ahmad Shah Hakimi	\$ 150.00	In Progress	Paid	View Details	
#334902442	May 8, 2024	Farid Ahmad Rahimi	\$ 180.00	Pending	Not Paid	View Details	
#334902443	May 8, 2024	Mohammad Yousuf Noori	\$ 120.00	Rejected	Paid	View Details	
#334902444	May 9, 2024	Hamidullah Amiri	\$ 250.00	Shipped	Paid	View Details	
#334902445	May 9, 2024	Zubair Khan Wardak	\$ 340.00	Shipped	Paid	View Details	
#334902446	May 10, 2024	Naveed Ahmad Sadat	\$ 800.00	Pending	Not Paid	View Details	

Previous

1 2 3 ... 8 9 10

Next

Verify every item before the order moves forward

Once an order is accepted, fulfillment begins with picking the requested items. Each product is presented individually, allowing sellers to verify quantities before moving to the next step. While this case study follows the primary fulfillment flow, the system also supports exception scenarios—such as unavailable inventory—without interrupting the overall process.

← Order ID: 334902445

January 8, 2024 at 9:48 pm

Paid

Picking In Progress

Accepted

Items Picked

Pack

Ship

Dispatch

Deliver

Order Items

UrbanNest School Backpack

Brand: NovaPack

Color: Navy Blue Size: Large

\$49.00

Quantity: 8

Picked (8)

Pick (8)

PastelZip Pencil Case

Brand: SketchBerry

Color: Lavender Size: Medium

\$12.00

Quantity: 15

Pick (15)

Item Picking Complete

Customers

Ahmad Shah Hakimi

1 Order

Customer is tax-exempt

Contact Information

ahmad.hakimi@gmail.com

+93 79 412 6085

Shipping Address

Ahmad Shah Hakimi

House No. 24, Street 3, Karte Char, Kabul, Afghanistan

+93 79 412 6085

View map

Billing Address

Same as shipping address.

Hold Fulfillment

Select a reason and duration to pause this order's fulfillment. You can resume the process when the issue is resolved.

Hold Reason

Select the reason for holding

Only you and staff can see your reason.

Hold Time

Select the time for holding

Cancel

Hold Fulfillment

Fulfillment on Hold

Hold Time Remaining: 3h:56min

Inventory Out of Stock

The item is currently on hold because it is out of stock.

Prepare every package for the next stage of fulfillment

Packing goes beyond placing items into a box. Each package is configured with its dimensions, weight, handling requirements, and contents before being assigned to a bin for shipment. The workflow also supports multiple packages per order, helping sellers organize fulfillment accurately before handoff.



Box



Transfer to another Bin





Bin 2/3

Area A > Aisle B > Bay C1 >



Package Type

Box

Application

Fragile

Box Size

Custom Box Size

Weight

30.0

kg

Lenght

30.0

cm

Width

30.0

cm

Height

30.0

cm

Package Content



UrbanNest School Backpack

Brand: NovaPack

Color: Navy Blue Size: Large

SKU: 153659858 UPC: 12345678910

\$49.00

Quantity: 8



PastelZip Pencil Case

Brand: SketchBerry

Color: Lavender Size: Medium

SKU: 153659858 UPC: 12345678910

\$12.00

Quantity: 4

Add More Items to this Box

[illegible]

Verify every package before leaving the warehouse

Dispatch is the final warehouse checkpoint before packages leave the seller's facility. After packing, warehouse staff retrieve the assigned shipment list using the delivery driver's code and verify each package through scanning before handoff. This final verification ensures every package reaches the correct driver, creating a reliable and traceable transition into the next stage of fulfillment.

← Trip Details

Details of all packages for this trip

Handover to Delivery Driver

Trip Number: #001234

No. of Packages: 28

Total Package Weight: 164 kg

Delivery Agent



Ahmad Shah Hakimi

+93 79 412 7012

Driver's Code: 1234

Tracking No.	Suborder No.	No. of Items	Weight	Destination	Deliver By	Status	Action
123456789000000	#001232	25	24 kg	Kabul, Afghanistan	May 8, 2024	Pending	⋮
123456789000001	#001233	14	12 kg	Herat, Afghanistan	May 8, 2024	Pending	⋮
123456789000002	#001234	35	8 kg	Mazar-e-Sharif, Afghanistan	May 8, 2024	Pending	⋮
123456789000003	#001235	20	34 kg	Kandahar, Afghanistan	May 9, 2024	Dispatched	⋮
123456789000004	#001236	10	15 kg	Kabul, Afghanistan	May 9, 2024	Dispatched	⋮
123456789000005	#001237	17	27 kg	Herat, Afghanistan	May 10, 2024	Pending	⋮



×

Enter Driver's Code

To view and manage the delivery packages, please enter delivery driver's unique 4 digit order code.

Driver's Digit Order Code

2397

Cancel

Enter

Delivery Agent

Driver's Code: 1234



Ahmad Shah Hakimi

+93 79 412 7012

Trip Number: #001234

Number of Boxes: 2

Scan the Package Label



Or

Enter Tracking Number Manually

Track every shipment beyond the warehouse

After dispatch, sellers can monitor the progress of each shipment as it moves through the logistics network. Tracking updates provide visibility into every package's journey until it reaches the next fulfillment facility, where it is prepared for the final stage of delivery. This helps sellers stay informed without interrupting the fulfillment process.

← Order ID: 334902445

Paid Dispatched

January 8, 2024 at 9:48 pm

✓

✓

✓

✓

○

○

Items Picked

Order Packed

Ship

Dispatched to Driver

Received at Warehouse

Processing at Warehouse

Box

Package Type

Box

Application

Fragile

Box Size

Custom Box Size

Weight

30.0 kg

Lenght

30.0 cm

Width

30.0 cm

Height

30.0 cm

Package Content

UrbanNest School Backpack

Brand: NovaPack

Color: Navy Blue Size: Large

SKU: 153659858 UPC: 12345678910

\$49.00

Quantity: 7 of 15

PastelZip Pencil Case

Brand: SketchBerry

Color: Lavender Size: Medium

SKU: 153659858 UPC: 12345678910

Track Package

Current Stage

En Route

Package Location

View on Map

Delivery Agent

Driver's Code: 1234

Ahmad Shah Hakimi

+93 79 412 7012

Customers

Ahmad Shah Hakimi

1 Order

Customer is tax-exempt

Contact Information

ahmad.hakimi@gmail.com

+93 79 412 6085

Shipping Address

Ahmad Shah Hakimi

House No. 24, Street 3, Karte Char, Kabul, Afahanistan

Thank You!

for taking the time to explore ours

Every workflow tells a story