



Activate after-sales service and view

A Complete E-commerce Supply Chain Solution

Business

- Dashboard
- Profile
- Products
 - FFOrder Products
 - Featured Product
 - Quotations
 - Connection
 - Release Record
- Stock
 - My stock
- Orders
 - Orders**
 - Tracking
 - After Sales Order
 - Fill Price Differen
 - Undelivered Orde

Orders(2) Sync Store Orders

All Unconnected Awaiting order Awaiting payment **Paid** **Fulfilled** Refunded Cancelled Listing on Hold

Product Name: Order ID:

platform creation time: Start date End date

Country:

Payment status:

Order ID:

Invalid CPF

State:

Show only private inventory deduction orders

Search Reset

Place Selected Orders Pay Selected Orders **Apply for after-sales service** Fulfill the contract again Selected 2 items

| Cover | Order | Total | Cost | Date | Paid Time | Shipping To | Completed | My Store | Supplier C (Paid | Actions |
|-------------------------------------|---------------------------------------|-----------|-----------|---------------------|---------------------|----------------------------------|-----------|-------------|------------------|--------------------|
| <input checked="" type="checkbox"/> | #1006 AE176395220573057 6659085 | USD 41.18 | USD 24.71 | 2025-11-21 14:14:41 | 2026-01-20 11:45:07 | Amazonas Amazonas (Brazil) | 0 / 1 | Unfulfilled | 1 / 1 | Place Order Manage |
| <input checked="" type="checkbox"/> | #1005 AE176395259290897 5278010 | USD 41.18 | USD 24.71 | 2025-11-21 14:14:06 | 2026-01-20 11:45:07 | Minas Gerais (Brazil) | 0 / 1 | Unfulfilled | 1 / 1 | Place Order Manage |

You can select individual orders or make bulk selections from the “Paid” or “Fulfilled” orders in your order list to request after-sales service.

The screenshot displays the FFOrder application interface. The main content area shows a list of orders under the heading 'Orders(2)'. A modal dialog box titled 'Apply for after-sales service' is open in the foreground. The dialog box contains the following elements:

- A radio button labeled 'Select All' (highlighted with a red box).
- Two order items, each with a quantity selector (highlighted with a red box). The first item is selected with a blue checkmark.
- A dropdown menu labeled '* Reason for after-sales service' (highlighted with a red box).
- A text input field labeled 'Note' with the placeholder text 'Please enter after-sales remarks'.
- An 'Expected resolution' section with two buttons: 'Refund' and 'Reissue'.
- 'Cancel' and 'OK' buttons at the bottom right.

Red arrows point to the 'Select All' radio button, the quantity selector for the first item, the '* Reason for after-sales service' dropdown menu, and the 'Note' text input field.

You may select the items and quantities for which you wish to request after-sales service, and choose the reason for the service request.

Apply for after-sales service

请选择售后原因

Note

Please enter after-sales remarks

* Expected resolution

Refund Reissue

Image

+ Upload

You can paste the image URL here

Video

upload video

Cancel OK

Select after-sales option—refund or replacement, Upload images or videos (required).

The screenshot displays the FFOrder 'Orders(2)' management interface. At the top, there are navigation tabs: 'All', 'Unconnected', 'Awaiting order', 'Awaiting payment', 'Paid', 'Fulfilled', 'Refunded', 'Cancelled', and 'Listing on Hold'. The 'Paid' and 'Fulfilled' tabs are highlighted with a red box. A red arrow points to the 'Fulfilled' tab. Below the tabs are search filters for Product Name, Order ID, Start date, End date, Country, and Payment status. There are also radio buttons for 'Only FFOrder Fulfilled', 'Only partial fulfillment', and 'Show only private inventory deduction orders'. A 'Search' button is present. Below the filters are action buttons: 'Place Selected Orders', 'Pay Selected Orders', 'Roll back orders', 'Apply for after-sales service', and 'Fulfill the contract again'. The main content is a table with columns: Cover, Order, Total, Cost, Date, Fulfilled Time, Shipping To, Completed, My Store, Supplier (Paid), and Actions. Two orders are listed:

| Cover | Order | Total | Cost | Date | Fulfilled Time | Shipping To | Completed | My Store | Supplier (Paid) | Actions |
|-------|---------------------------------------|-----------|-----------|---------------------|---------------------|-----------------------|-----------|-----------|-----------------|--------------------|
| | #1004 AE176829833646888 9960515 | USD 41.18 | USD 24.71 | 2025-11-21 14:13:22 | 2026-01-13 18:51:19 | baoluo sheng (Brazil) | 1 / 1 | Fulfilled | 1 / 1 | Place Order Manage |
| | #1003 OD17685511065749 16326626 | USD 41.18 | USD 24.71 | 2025-11-21 11:57:27 | 2026-01-19 11:08:53 | Minas Gerais (Brazil) | 1 / 1 | Fulfilled | 1 / 1 | Place Order Manage |

Alternatively, you can navigate to order management to submit an after-sales request for a specific order. The process is identical for paid and fulfilled orders.

The screenshot shows the FFOrder 'Manage Orders' interface. A modal window titled 'Apply for after-sales service' is open in the center. The modal contains the following elements:

- Header: 'Apply for after-sales service' with a close button.
- Radio button: 'Select All'.
- Order information: 'Order number: AE1768298336468889960515'.
- Product details: A radio button, a product image, '1121速卖通转单测试', 'Color: Single Gold Piece', 'SKU: SingleGoldPiece', and 'USD: 24.71' with a quantity of '1'.
- Red text: 'Please select the order for after-sales service'.
- Section: '* Reason for after-sales service' with a dropdown menu containing '请选择售后原因'.
- Section: 'Note' with a text input field containing 'Please enter after-sales remarks'.
- Section: '* Expected resolution' with two buttons: 'Refund' and 'Reissue'.
- Section: 'Image' with a dashed box containing a '+' sign.
- Footer: 'Cancel' and 'OK' buttons.

In the background, the 'Manage Orders' page shows an order for #1004 with a status of 'Shipped: 1 / 1'. A red arrow points from the 'Apply for after-sales service' button in the modal to the 'Apply for after-sales service' button on the order card in the background.

Go to the Order Management page, click "Initiate After-Sales Request," and follow the same steps to start the process.

FFORDER

My Agent WhatsApp \$3 myshopify.com Feedback HMV3

Manage Orders

Order: #1004 Total: USD 41.18 Apply for after-sales service
Shipped: 1 / 1 FFOrder ID:AE1768298336468889960515

Products

1121速卖通转单测试 - Single Gold Piece
Single Gold Piece
Sale Price: USD 41.18 × 1
SKU: 1761791647211646

1121速卖通转单测试
Color:Single Gold Piece
Sale Price: USD 24.71 × 1
SKU: 1761791647211646

Paid Status: Paid

TrackingNumber: ND668253066BR,ND606188169BR

Payed Time 2026-01-13 18:01
Delivery Time 2026-01-13 18:51

Total Delivery Fee \$14.71
Total original price of goods \$10
Total Order Amount \$24.71

After Sales Order

Go to the After-Sales List to view the review status of after-sales orders.

FFORDER

My Agent

.yshopify.com

Business

- Dashboard
- Profile

Products

- FFOrder Products
- Quotations
- Connection
- Release Record

Stock

- My stock

Orders

- Orders
- Tracking
- After Sales Order**
- Fill Price Differen
- Undelivered Orde

Shop

- StoreManagemer

After Sales Orders(2)

Refund Reissue Coupon compensation Reject

Create time: Start Time → End Time

Orders: order number/order ID Search Clear

| FF Order ID | Store order number | After-sales it | Creation time | Status | Reason for after-sales service | After-sales/Reissue order number | Action |
|---------------------|--------------------|---|---|-----------|--------------------------------|-----------------------------------|---------------------------------|
| OD1739789 071808 | HB-2 | HiBabe's 5in1 Hairstyl SKU: #nap-5in1-RoyalGold... | USD: 2 * 1 2025-03-03 17:10:36 | completed | Product quality issue | RF- OD17397894523(071808-1 | View resolution |
| OD1739789 257003 | HB-2€ | HiBabe's 5in1 Hairstyler SKU: lw#nap-5in1-RoyalGold... | USD: . * 1 2025-03-03 17:07:02 | completed | Product damaged | RF- OD173978945; 257003-1 | View resolution |

< 1 > 20 / page

© 2026 Hong Kong Mulberry Seed Co., Limited. All Rights Reserved. V1.2.0

The corresponding section displays refunds, reissued items, coupons, and order rejections.



THANK YOU!



诚信 务实 专业 尊重 进取