

Serviceable Area Verification

CONTENTS

Serviceable area check in different scenarios and solutions:

- a. Order verification
- b. Shop level verification
- c. Shipment level verification

Serviceable Area Check: Order Verification

Scenario #1: Buyer filled up the wrong/invalid delivery postal code

 Delivery Address

Hiam (+65) 81177878 1 STRAITS BOULEVARD, #23, SG 018906 [CHANGE](#)

Products Ordered	Unit Price	Amount	Item Subtotal
 Ingseller chat now  Test variation sku This product does not support the selected shipping option.	Variation: Green,S	\$12.00	1

Message:

Shipping Option: No available shipping option

Details

- 1 Buyer won't be able to check out due to the wrong postal code inserted.

Select Shipping Option

SHOPEE SUPPORTED LOGISTICS
Shopee Supported Logistics allow you to track your order within the Shopee app.

1

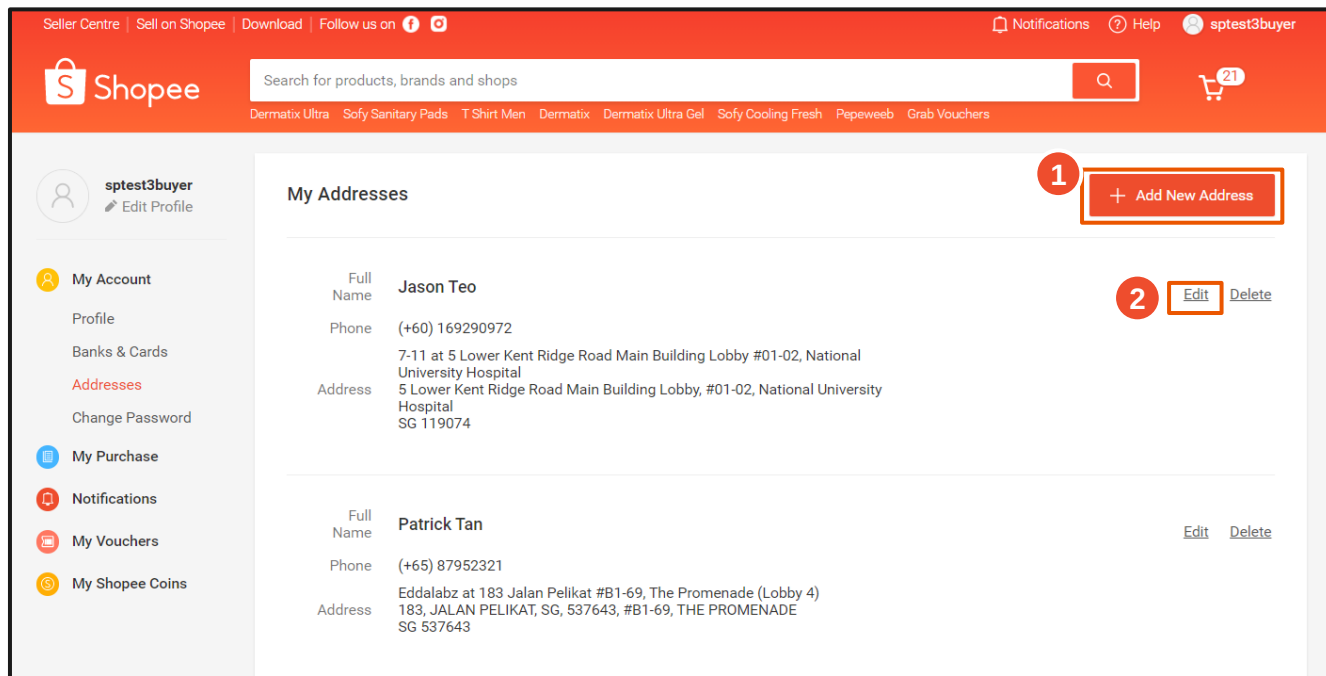
Ninja Van (Home Delivery)
Unsupported Address

\$0.00

CANCEL

SUBMIT

[Solution] Scenario #1: Buyer can change delivery address at My Account > Addresses before check out.



Seller Centre | Sell on Shopee | Download | Follow us on  

Notifications  Help  sptest3buyer

 Search for products, brands and shops  

Dermafix Ultra Sofy Sanitary Pads T Shirt Men Dermafix Dermafix Ultra Gel Sofy Cooling Fresh Pepeweeb Grab Vouchers

 sptest3buyer
Edit Profile

 My Account

Profile

Banks & Cards

Addresses

Change Password

 My Purchase

 Notifications

 My Vouchers

 My Shopee Coins

My Addresses

1 

Full Name	Jason Teo	2  
Phone	(+60) 169290972	
Address	7-11 at 5 Lower Kent Ridge Road Main Building Lobby #01-02, National University Hospital 5 Lower Kent Ridge Road Main Building Lobby, #01-02, National University Hospital SG 119074	

Full Name	Patrick Tan	 
Phone	(+65) 87952321	
Address	Eddalabz at 183 Jalan Pelikat #B1-69, The Promenade (Lobby 4) 183, JALAN PELIKAT, SG, 537643, #B1-69, THE PROMENADE SG 537643	

Solutions

- 1 Buyer can add a new delivery address or
- 2 Buyer can edit the existing not supported delivery address

Scenario #2: Buyer changes the delivery address of a paid order to a non-serviceable address

Delivery Address

Testing ServiceableArea (+65) 82349123
Brooklyn smtg, #07-08, SG 000001
Edit

Delivery Address

Testing ServiceableArea (Fall) (+65) 82349123
Brooklyn smtg, #07-08, SG 000001

Address Not Serviceable

Selected address is not serviceable for this order. Please select another address.

OK

+ Add New Address

CANCEL SUBMIT

J&T Express

ORDER ID. 210304FVXFRP78

	\$1.00
Merchandise Subtotal	\$1.00
Shipping-J&T Express	\$1.49
Order Total	\$2.49
Payment Method	Shopee Wallet

Details

- 1 Buyer will not be able to change the delivery address to the unsupported one.

[Solution] Scenario #2: Buyer add new address that supports delivery in Order Detail Page.

Delivery Address

Ninja Van (Home Delivery)

Evelyn

(+65) 98804655

1 Fusionopolis Pl, 01-23/24 Galaxis,

Singapore 138522, #01-04, SG,

138522

Edit

No Delivery Logistics Information.

pepeweeb chat view shop

NOTICE ME

Cute Sticker and Other collectibles

Variation: Red,S

x 1

Shipping-Ninja Van

Delivery Address

thomson 301, #13-14, SG 000000

☐ Ang Wei Kee (+65) 98804655
332 Jurong East Avenue 1, #12-1766, SG 600332

☐ SIMPLYPOST ASIA 6565000642
5 Tampines North Drive 5, Reebonz Building, #05-00, #123, SG 55555555

☐ Tester (+65) 88888888
5 Science Park Dr, Shopee Building, #, SG 000001

☐ Justin Chan (From Farah) (+65) 93413670
5 Science Park Dr, Shopee Building, #Shopee Building, SG 118265

☐ Farah test new postal code 6565656565
tampines industrial drive, #5, SG 528505

+ Add New Address

CANCEL SUBMIT

Solutions

- 1 Add a new delivery address that can be supported by the logistics partner.

Serviceable Area Check: Shipment Level Verification

Scenario #3: Seller unable to arrange shipment with an error message shown

1

Error. Please try again later.

Arrange Pickup

Shipping Option

J&T Express

Date

05-03-2021
Fri

06-03-2021
Sat

08-03-2021
Mon

Timeslot

9AM - 12PM

Remark

Input

Pickup Address

Pick me pick me pick me up 6598767822

DEFAULT

PICKUP

RETURN

Change

5A MARINA GARDENS DRIVE, #05-48

SG 018010

Cancel

Confirm

Details

- 1 Buyer's postal code is not supported by the logistics partner for delivery hence error message will pop up.

Note

The same error message will pop up when seller tries to arrange shipment for orders **that have exceeded dimension/weight limit** validation for the logistics channel.

[Solution] Scenario #3: Seller reach out to buyer to change delivery address

Delivery Address

Ninja Van (Home Delivery)

Evelyn
(+65) 98804655
1 Fusionopolis Pl, 01-23/24 Galaxis,
Singapore 138522, #01-04, SG,
138522

No Delivery Logistics Information.

Edit

pepeweeb chat view shop

NOTICE ME
Cute Sticker and Other collectibles
Variation: Red,S
x 1

Shipping-Ninja Van

Delivery Address

thomson 301, #13-14, SG 000000

☐ Ang Wei Kee (+65) 98804655
332 Jurong East Avenue 1, #12-1766, SG 600332

☐ SIMPLYPOST ASIA 6565000642
5 Tampines North Drive 5, Reebonz Building, #05-00, #123, SG
55555555

☐ Tester (+65) 88888888
5 Science Park Dr, Shopee Building, #-, SG 000001

☐ Justin Chan (From Farah) (+65) 93413670
5 Science Park Dr, Shopee Building, #Shopee Building, SG
118265

☐ Farah test new postal code 6565656565
tampines industrial drive, #5, SG 528505

+ Add New Address

CANCEL SUBMIT

Solutions

- 1 Advise buyer to follow [this guide to change their address](#)

They can do so via Shopee App or shopee.sg website.

Note

If buyer is not responsive to the change of address request, please reach out to our Customer Service instead for assistance.
(help@support.shopee.sg)

Scenario #4: Seller is unable to arrange shipment with Pickup Address “Greyed Out”

Arrange Pickup

05-03-2021
Fri

06-03-2021
Sat

08-03-2021
Mon

Timeslot
9AM - 12PM

Remark

Pickup Address

Hawaii 6598768966 RETURN
113 Eunus Ave 3 Gordon Industrial Building , #06-18, #0000
SG 409838

1

Pickup address not support

Pick me pick me pick me up 6598767822 DEFAULT PICKUP
5A MARINA GARDENS DRIVE, #05-48
SG 018910

Cancel

Confirm

Details

- 1 Seller's postal code is not supported by the logistics partner for delivery hence error message will pop up.

Note

Please be noted that if the shipment hasn't been arranged on-time, the order will be resulted in auto cancellation. **Seller will be incurred penalty.**

11

[Solution] Scenario #4: Seller change pickup address at Seller Centre > Settings > My addresses



pepeweeb

My Addresses

Manage your shipping and pickup addresses

1


Add a new address

	Full Name Phone Number Address	This Is a Test Account  6565656565 5 Science Park Dr, Shopee Building, #0 SG 118265	1 Edit Delete
	Full Name Phone Number Address	Testing please dont come Pickup Address: RETURN ADDRESS 6588358866 poloiss, #123 SG 650171	Edit
	Full Name Phone Number Address	3rd wheel addres dont come please 6582345679 not drive, #546 SG 118888	Edit Delete

Solutions

- 1 Edit the existing pickup address or add a new pickup address at Seller Centre > Settings> My addresses