



订单操作管理-订单发货

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<https://sale.tft.link/login>



跨境-入驻

1、发货模式一览

1.1 跨境发货

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(2) 一件代发模式



1.2 泰国上门取件 Pick Up



1.3 泰国自送到网点 Drop Off (仅支持Flash、J&T)



1.4 Thisshop海外合作仓发货



1.1 跨境发货

①pop后台-订单列表-待发货-发货

②填写国内发货至心晨仓的快递信息-确定

注：一个订单对应一个国内快递单号，如果涉及多个物流单号，请移步wsp系统操作发货，流程见P2

例：用户一个订单内包含产品A、B，商家分别从不同地方采购，会生成2个国内物流单号，需在wsp系统操作发货

wsp操作指引：

<https://help.thisshop.com/article/detail/emxbnjow>

The screenshot displays the 'ThisShop 商家中心' (Merchant Center) interface. On the left is a navigation menu with '订单' (Orders) selected, and '订单列表' (Order List) highlighted with a red box and a circled '1'. The main area shows a list of orders. The first order is selected, and its details are shown, including '待发货' (Pending Shipment) status, '商品标题' (Product Title), and 'SKU ID'. A red box highlights the '批量发货' (Batch Ship) button with a circled '1'. Below the order list, a modal window titled '填写发到承运商的快递信息' (Fill in shipping information for the carrier) is open. It has tabs for '本地发货' (Local Shipping) and '跨境发货' (Cross-border Shipping), with '跨境发货' selected. The modal contains fields for '承运商' (Carrier) with 'XCE' selected, '承运商收件地址' (Carrier Address), '收件手机号码' (Recipient Mobile Number), and '收货地址' (Delivery Address). A '预估跨境运费' (Estimated Cross-border Freight) section shows '55泰铢'. At the bottom, there are '取消' (Cancel) and '提交' (Submit) buttons, with '提交' highlighted by a red box and a circled '2'. On the right side of the modal, there are '导出' (Export) and '异常订单 (0)' (Abnormal Orders) buttons. At the bottom right of the modal, there are '发货' (Ship) and '查看详情' (View Details) buttons, with '发货' highlighted by a red box and a circled '1'.

1.2 泰国上门取件

① 订单-订单列表-待发货

② 订单-发货-本地发货

③ 点确认取件地址及快递-确定

The screenshot displays the 'ThisShop' merchant center interface. On the left, a sidebar menu is visible with the 'Orders' section expanded, and 'Order List' highlighted. The main content area shows a list of orders with filters for completion time, order time, and payment time. A modal window is open for editing an order, showing shipping options. The modal has two tabs: 'Local Shipping' (selected) and 'Cross-border Shipping'. Under 'Local Shipping', there are two sub-options: 'Contact Courier' and 'Door-to-door Pickup' (selected). A form below the sub-options includes a dropdown for 'Door-to-door Pickup Address' and a dropdown for 'Courier Company' (set to 'Flash'). The estimated shipping fee is 511 Thai Baht. At the bottom of the modal, there are 'Cancel' and 'Submit' buttons. The background shows a table of orders with columns for buyer name, shipping method, and actions.

1.3 泰国自送到网点 Drop Off (仅支持Flash、J&T)

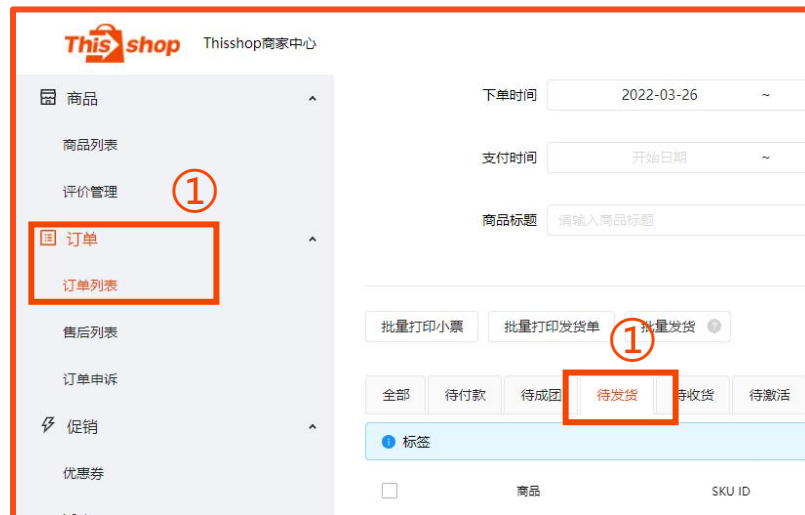
①pop后台-订单列表-待发货-发货

②选择Flash或者J&T-选择商家送货到网点-确定

注：此处的发货地址是商家的仓库地址，即订单产生售后的退货地址，并不是网点地址！若商家选择送货到网点，则自行送往就近网点即可

③ 面单上增加“drop off”字样

④ 此处条形码为网点扫码识别字段



1.4 Thisshop海外合作仓发货

备货在Thisshop海外合作仓的订单需通过JST-ERP发货，具体操作指引请联系商家经理

<https://asia-web.jsterp.com>

2、发/退货地址

2.1 发货地址

(1) 商家直发模式

收货人: TS-程天志-GM000X

电话: 180 2872 7696

地址: 广东省深圳市龙华区民治街道国润工业园工业路7栋209

(2) 一件代发模式

收货人: TS-李仁华-GM000X

电话: 180 1871 8316

地址: 广东省深圳市龙华区民治街道国润工业园工业路7栋209

2.2 跨境-入驻统一退货地址

联系电话: 0910039453

收货人: Thisshop Return +GM

英文地址: 10/10 moo 16 Srinakarin Road Bang Kaew Subdistic Bangphli District Samut Prakan10540

泰文地址: 10/10 หมู่ 16 ถ.ศรีนครินทร์ ต.บางแก้ว อ.บางพลี สมุทรปราการ10540



泰国-入驻

1、发货模式预览

1.1 泰国上门取件 Pick Up



1.2 泰国自送到网点 Drop Off (仅支持Flash、J&T)



1.3 自行发货



1.4 Thisshop海外合作仓发货



1.1 Thisshop仓发货

①pop后台-订单列表-待发货-发货

②确认快递-提交

订单状态更新为“待发货”，成功推送WMS系统；
仓库生产出库后，订单状态更新为“已发货”

The screenshot displays the Thisshop merchant center interface. On the left sidebar, the '订单' (Orders) section is expanded, and '订单列表' (Order List) is selected. The main content area shows a list of orders. The '待发货' (Pending Shipment) status filter is highlighted with a red box and the number 1. Below the filter, a table lists orders with columns for '商品' (Product), 'SKU ID', '数量' (Quantity), '实付金额' (Actual Amount), '状态' (Status), '售后' (After-sales), '买家昵称' (Buyer Name), '配送物流' (Delivery Logistics), and '操作' (Action). One order is highlighted with a red box and the number 1, showing the '发货' (Ship) button. A modal window titled '托管仓发货' (Warehouse Shipment) is open, showing a dropdown menu for selecting a shipping method (Flash, Dhl, Kerry, Flash_B, tp, J&T) and a '提交' (Submit) button, both highlighted with red boxes and the number 2.

1.1 泰国上门取件 Pick Up

①pop后台-订单列表-待发货-发货

②确认取件地址及快递-确定

注：此处的发货地址即取件地址

The screenshot displays the 'Thisshop 商家中心' (Merchant Center) interface. On the left, a navigation menu includes '商品' (Goods), '订单' (Orders), '售后列表' (After-sales list), '促销' (Promotion), '优惠券' (Coupons), '活动' (Activities), '赠品' (Gifts), '套餐' (Sets), '运营管理' (Operational Management), '落地页配置' (Landing page configuration), '直播' (Live broadcast), '社区' (Community), and '分销管理' (Distribution Management). The '订单' section is expanded, with '订单列表' (Order List) selected. The main area shows a list of orders with columns for '商品' (Goods) and 'SKU ID'. A specific order is highlighted with a '待发货' (Pending shipment) status. A modal window titled '本地发货' (Local shipping) is open, showing a form for shipping details. The form includes fields for '发货地址' (Shipping address), '物流公司' (Logistics company), and '预估运费' (Estimated shipping fee). The '发货地址' field is highlighted with a red box and a circled '2'. The '物流公司' dropdown menu is also highlighted with a red box and a circled '2'. The '提交' (Submit) button is highlighted with a red box and a circled '2'. The order details below the modal show a watch with SKU ID 43472299589001 and a motorcycle with SKU ID 1106_155236 1. The '发货' (Ship) button is highlighted with a red box and a circled '1'.

1.2 泰国自送到网点 Drop Off (仅支持Flash、J&T)

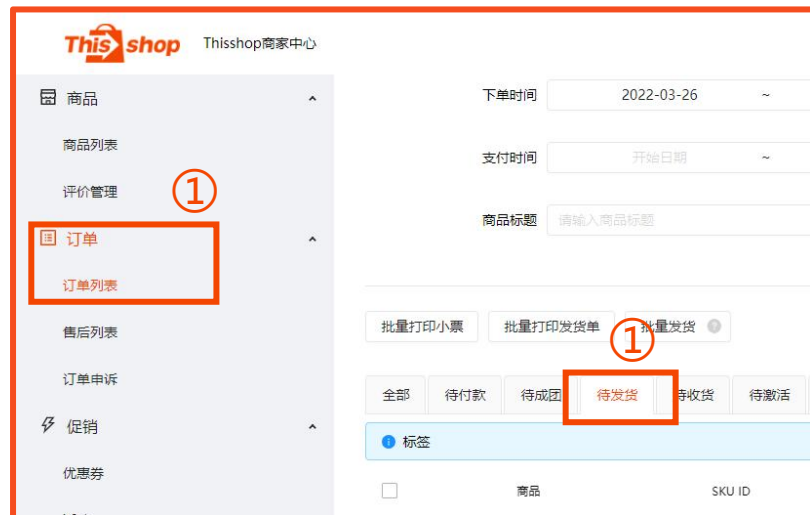
①pop后台-订单列表-待发货-发货

②选择Flash或者J&T-选择商家送货到网点-确定

注: 此处的发货地址是商家的仓库地址, 即订单产生售后的退货地址, 并不是网点地址! 若商家选择送货到网点, 则自行送往就近网点即可

③ 面单上增加 “drop off” 字样

④ 此处条形码为网点扫码识别字段



| 订单编号 | 下单时间 | 支付时间 | 商品 | SKU ID | 数量 | 状态 | 物流 | 操作 |
|--------------------|---------------------|---------------------|--|----------------|----|-----|------------|--|
| 716284290196672512 | 2022-04-26 10:59:08 | 2022-04-26 10:59:18 | 78465465 B800 商品货号: 43472299851201 | 43472299851201 | 1 | 待发货 | Wesley9527 | 发货 ^① 查看详情 备注 |
| 716284265458667520 | 2022-04-26 10:59:02 | 2022-04-26 10:59:11 | 78465465 B800 商品货号: 43472299851201 | 43472299851201 | 1 | 待发货 | Wesley9527 | 发货 查看详情 备注 |

1.3 自行发货

① 订单-订单列表-待发货-发货

② 填写物流公司+运单号

③ 确定

The screenshot displays the 'Thisshop商家中心' (Thisshop Merchant Center) interface. On the left sidebar, the '订单' (Orders) section is expanded, and '订单列表' (Order List) is selected. A modal window titled '本地发货' (Local Delivery) is open, showing the '自行发货' (Self-shipping) option. The modal contains two input fields: '* 物流公司: 请输入物流公司' (Logistics Company: Please enter the logistics company) and '* 运单号: 请输入运单号' (Tracking Number: Please enter the tracking number). A '提交' (Submit) button is highlighted. The background shows a list of orders for 'blimola B800' with various statuses like '待发货' (Pending shipment) and '风险订单' (Risk order).

注：自行发货需满足平台相关规定后申请

开通。如有需求，请向商家经理申请。

1.3 自行发货

④ 订单-订单列表-待收货-自行发货，可查看店铺内自行发货的所有订单

订单发货后15天未签收，系统开始倒计时

⑤ 查看详情-签收

注：自行发货的订单，请商家务必在**3天内发货**，并及时关注物流更新，确保**发货后20天内物流轨迹完结**。发货后20天未签收将导致订单自动退款

例子：

用户在4-1下单，商家在4-2 13:00:12发货，4-17系统会发送站内信提醒，并在订单界面做倒计时提醒，4-22 13:00:12仍未签收，系统将自动退款

(签收逻辑：用户app端确认收货/商家在pop后台确认收货/物流轨迹最后一条为签收状态)

注：自行发货需满足平台相关规定后申请开通。如有需求，请向商家经理申请。

The screenshot displays the 'Thisshop商家中心' (Thisshop Merchant Center) interface. It features a sidebar menu on the left with categories like '商品' (Goods), '订单' (Orders), '促销' (Promotions), and '运营' (Operations). The main content area is divided into several sections:

- Order List:** A table with columns for '商品' (Goods), 'SKU ID', '数量' (Quantity), '实付金额' (Actual Amount), '状态' (Status), '售后' (After-sales), and '买家昵称' (Buyer Nickname). The '待收货' (Awaiting Receipt) status is highlighted with a red box and a circled '4'. A '自行发货' (Self-shipping) button is also highlighted with a red box and a circled '4'. A countdown timer shows '还剩3天23时51分' (3 days 23 hours 51 minutes remaining).
- Order Details:** A timeline showing the order process: '买家下单' (Buyer placed order) on 2022-04-24 14:30:40, '买家付款' (Buyer paid) on 2022-04-24 14:30:46, '商家发货' (Merchant shipped) on 2022-04-25 15:26:38, and '交易完成' (Transaction completed). A '待收货' (Awaiting Receipt) status is shown with a truck icon. A '签收' (Sign and receive) button is highlighted with a red box and a circled '5'. Below the timeline, there are sections for '买家收货地址' (Buyer's shipping address) and '物流信息' (Logistics information).
- Logistics Tracking:** A table listing shipping methods and tracking numbers, such as 'Flash' (916347972886663168) and 'Kerry' (916392027097280512). Each entry has a '查看详情' (View details) button, which is highlighted with a red box and a circled '5'.

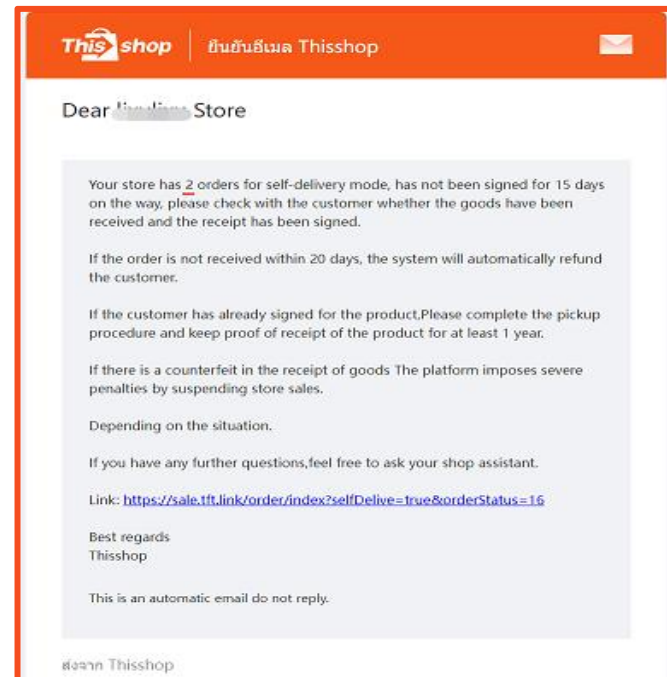
1.3 自行发货



自行发货跟进提醒 (站内信)



自行发货待签收提醒 (站内信)



自行发货待签收提醒 (邮件)

1.4 Thisshop海外合作仓发货

备货在Thisshop海外合作仓的订单需通过JST-ERP发货，具体操作指引请联系商家经理

<https://asia-web.jsterp.com>

2、退货地址

2.1 入仓店铺-退货地址

联系电话：0910039453

收货人：Thisshop Return +入仓货主编码（仓储名称或开户名）

地址：10/10 moo 16 Srinakarin Road Bang Kaew Subdistric Bangphli District Samut Prakan10540

2.2 自有仓店铺-退货地址

请按商家自有仓库地址退回



批量发货&批量打印面单

5、批量发货&批量打印面单

This shop 商家中心 下载中心 帮助中心 13510011041

商品 商品列表 评价管理 ①

订单 订单列表

售后列表

订单申诉

促销 优惠券 活动 赠品 套餐

运营管理 落地页配置 直播 社区

分销管理 分销推广设置

完成时间 ~

订单号

下单时间 ~

提货码

支付时间 ~

SKU ID

商品标题

③ 全部 催发货 预计送达时间

| <input checked="" type="checkbox"/> | 商品 | SKU ID | 数量 | 实付金额 | 状态 | 售后 | 买家昵称 | 配送物流 | 操作 |
|-------------------------------------|--|----------------|----|------|-----|----|---------|------|--|
| <input checked="" type="checkbox"/> | 订单编号: 679424612550983680 下单时间: 2022-01-14 17:51:56 支付时间: 2022-01-14 17:52:02 | | | | | | | | |
| | 非托管仓1206002 aaa B111 规格: aaa 商品货号: nontgc12345002 | 43472299589001 | X1 | B111 | 待发货 | | lvy9528 | 发货 | 查看详情 备注 |
| <input checked="" type="checkbox"/> | 订单编号: 679424554958995456 下单时间: 2022-01-14 17:51:43 支付时间: 2022-01-14 17:51:51 | | | | | | | | |

5、批量发货&批量打印面单

This shop 商家中心 下载中心 帮助中心 13510011041

商品 商品列表 评价管理 ①

订单 ②

批量打印小票 批量打印发货单 批量发货 ③

全部 待付款 待成团 待发货 待收货 待激活 完成 已取消 系统即将取消 ④ 异常订单 (0)

标签 全部 打印面单 发货 预计送达时间

| <input checked="" type="checkbox"/> | 商品 | SKU ID | 数量 | 实付金额 | 状态 | 售后 | 买家昵称 | 配送物流 | 操作 |
|-------------------------------------|--|----------------|----|------|-----|----|---------|---------------------------------------|------------|
| <input checked="" type="checkbox"/> | 订单编号: 679424636487876608 下单时间: 2022-01-14 17:52:02 支付时间: 2022-01-14 17:52:10 | | | | | | | | |
| | 非托管仓1206002 aaa B111 规格: aaa 商品货号: nontgc12345002 | 43472299589001 | X1 | B111 | 待收货 | | lvy9528 | Flash 979426966596259840 查看发货详情 | 查看详情 备注 |
| <input checked="" type="checkbox"/> | 订单编号: 679315354972602368 下单时间: 2022-01-14 10:37:47 支付时间: 2022-01-14 10:37:54 | | | | | | | | |
| | 11041test1125DMS 1 3 B100 规格: 1,3 商品货号: 1234 | 43472299586401 | X1 | B110 | 待收货 | | lvy9528 | Kerry 979315420650049536 查看发货详情 | 查看详情 备注 |
| <input checked="" type="checkbox"/> | 订单编号: 679305029435015168 下单时间: 2022-01-14 09:56:45 支付时间: 2022-01-14 09:56:54 | | | | | | | | |
| | 11041test1125DMS 1 3 | | | | | | | Kerry | |



打印机安装&设置

打印面单准备工作

准备打印工具

- 1、打印所需硬件：
电子热敏感打印机
- 2、纸张：
热敏感打印纸，尺寸：100mm*100mm

打印机设置流程

打印机流程

- 1、安装打印机驱动程序
 - 2、配置打印机参数
 - 3、测试打印效果
- 此处以得力热敏打印机**DL888B**型号为例。

打印机设置操作

① 下载并安装打印机驱动

得力打印机驱动下载链接：<https://www.nbdeli.com/services/download/4.html>

② 双击exe文件，完成安装

The screenshot shows the '资料下载' (Download) page on the Delongli website. The navigation bar includes '关于得力', '品牌家族', '产品中心', '新闻中心', '售后服务', and '联系我们'. A circled '1' is in the top right corner. The main content area has a search bar with '标签打印机' selected in the category dropdown and 'DL-888B' in the model dropdown. The '驱动' (Driver) dropdown is also visible. Below the search bar, a search result for '得力DL-888B条码标签打印机条码编辑软件' is shown with an '立即下载' (Download Now) button. A circled '2' is in the bottom left corner of this section.

The second part of the screenshot shows a Windows 'Windows Printer Drivers' window with a 'License Agreement' for 'SEAGULL SCIENTIFIC'. The window title is 'Windows Printer Drivers' and the subtitle is 'License Agreement'. The text reads: 'Please read the following license agreement carefully.' Below this, the title is 'WINDOWS PRINTER DRIVER LICENSE AND LIMITED WARRANTY'. The main text states: 'Seagull Scientific, Inc. ("Seagull") grants you a non-exclusive license to use the accompanying Windows Printer Driver(s) and related documentation ("Seagull Software"), subject to the following provisions. You assume full responsibility for the selection of the Seagull Software to achieve your intended results, and for the installation, use, and results obtained from the Seagull Software.' At the bottom, there are two radio buttons: 'I accept the terms in the license agreement' (which is selected) and 'I do not accept the terms in the license agreement'. Navigation buttons '< 上一步(B)', '下一步(N) >', and '取消' are at the bottom right.

打印机设置操作

③win10系统依次选择：搜索打印机 > 找到 DL-888B单击弹出“管理”

④选择“打印首选项”

⑤在“页面设置”页面中选择“新建”

⑥页面设置

名称：自定义

类型：连续纸（固定长度）

大小：宽度为100mm/长度为120mm

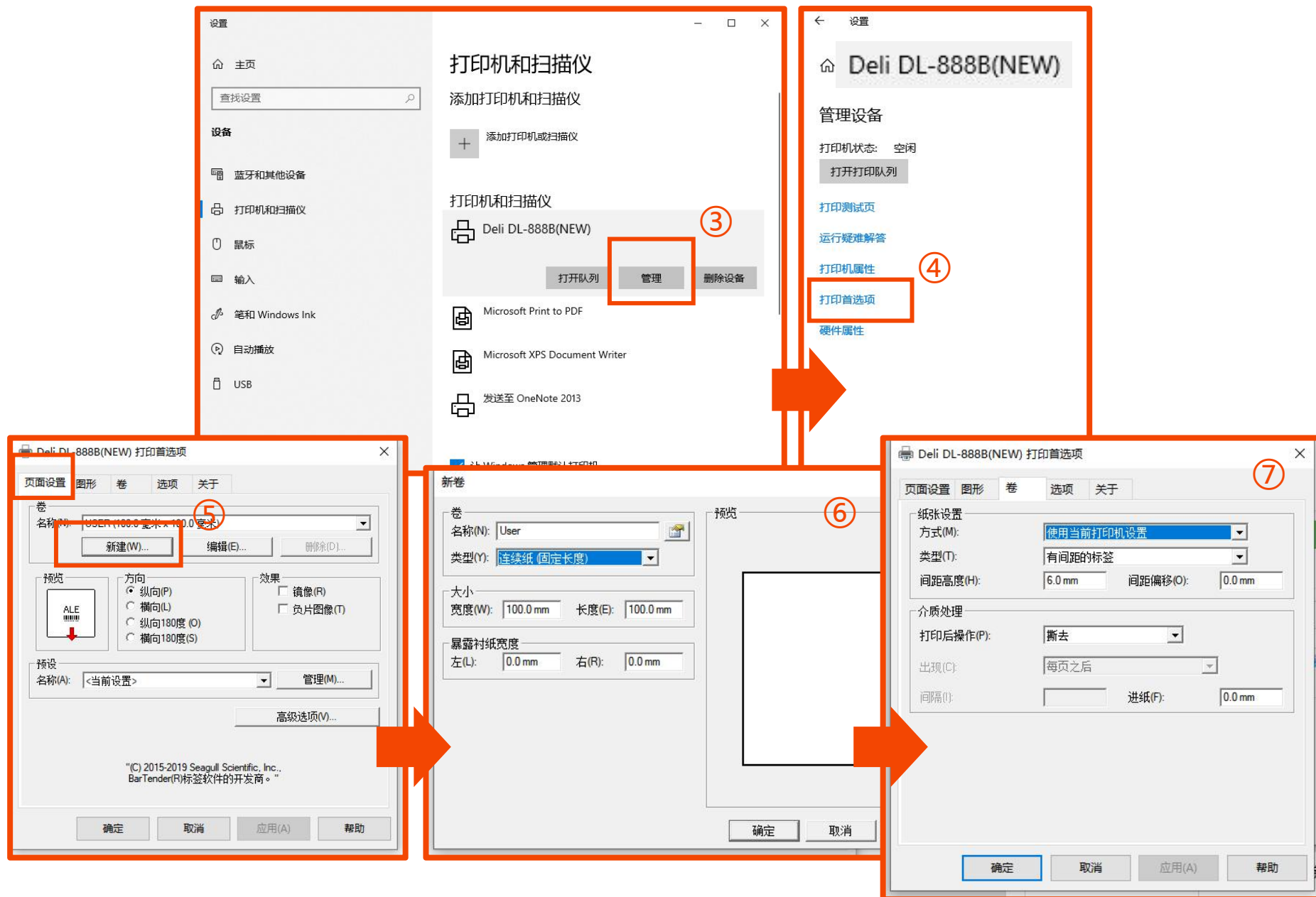
暴露衬纸宽度：左右分别为0mm（不同打印机此参数不同）

⑦切换至“卷”页面，

间距高度：6.0mm（不同打印机此参数不同）

间距偏移：0.0mm（不同打印机此参数不同）

⑧打印机设置完毕



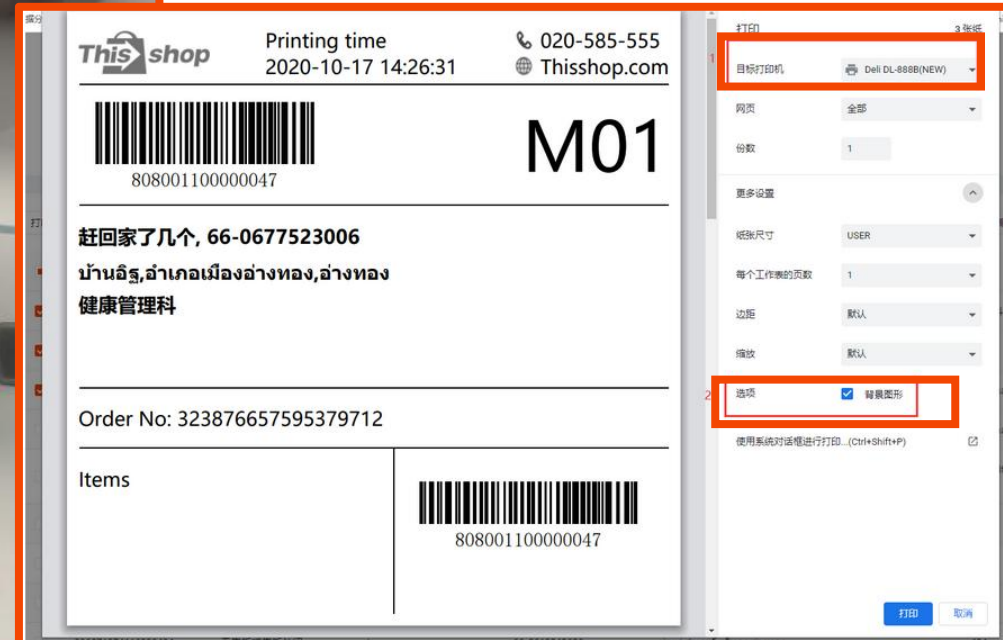
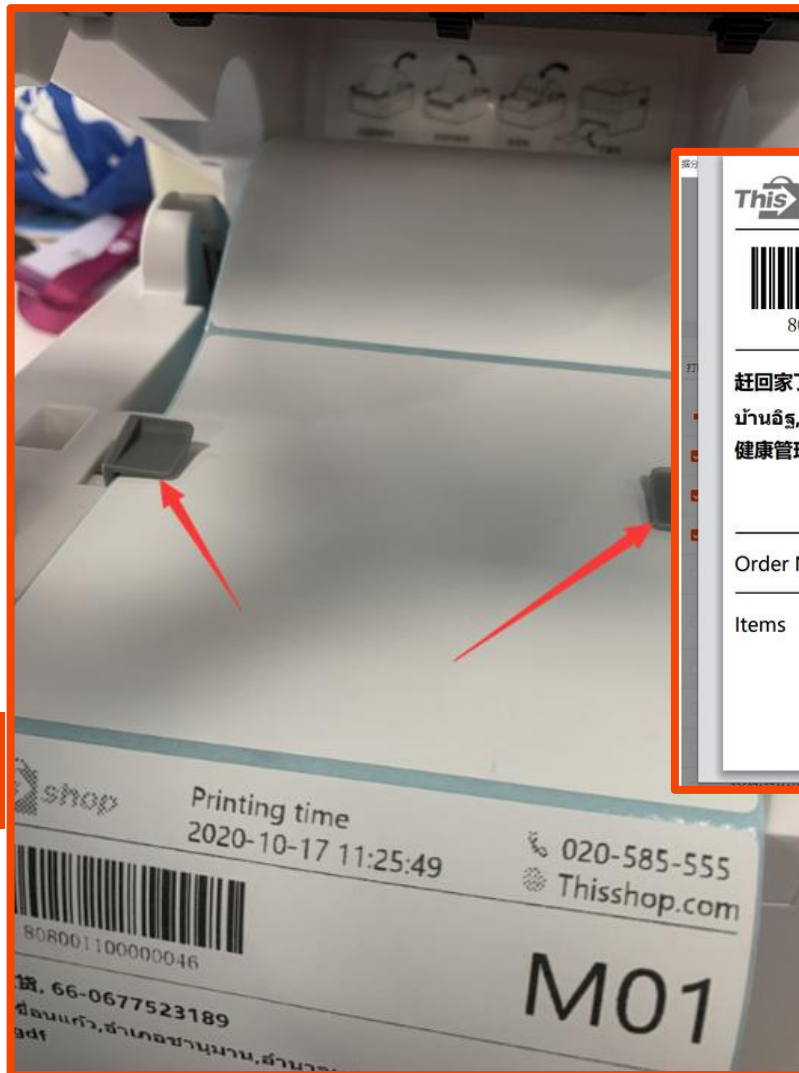
打印注意事项

*打印时，热敏感纸要放置好，热敏感纸面朝上，两边确保在卡扣里面扣紧，否则打印时会出现偏移

*选择安装好的打印机设备，**必须勾选“背景图形”**，完成打印（不勾选背景图形则面单没有对应的线条）

*检查打印的面单条码、信息是否**清晰可辨**，平整粘贴在包裹表面（面单褶皱会影响仓库扫描）

***注：使用谷歌浏览器(Google Chrome)即可预览面单或截图保存！
面单必须使用100*120mm的热敏纸！**





常见问题

与订单发货相关的违规行为及其处罚扣分措施

| 序号 | 具体任务目标 | 责任部门 |
|----|---|--------------------------|
| 1 | 店铺通过虚构交易事实等不正当方式（刷单行为等）获取虚假的订单量或销售额 | 3分/单 |
| 2 | 参与【0元抽奖、Tcoin抽奖、社区活动、免费试用】活动，中奖用户下单336小时后（第15天）订单状态为待发货，即中奖用户下单后15天内订单未发货 | 3分/单，并在结算账单中扣减对应商品金额补偿用户 |
| 3 | 订单待收货状态7天无物流揽收轨迹，且3天内店铺未申诉或申诉失败 | 1分/次 |
| 4 | 给客户发空包、货不对板等行为；无论是否造成客户投诉，都将被判定为发货欺诈行为 | 3分/单 |

**请各位商家按平台要求规范操作发货，
避免不必要的损失！**

备注：订单发货物流与实际发货物流不一致同属于发货欺诈行为；订单无法完结，属异常订单。平台将按照规则进行订单处理，并对店铺进行扣分处罚。

例子：订单点击平台物流发货，实际通过线下物流发走，导致原物流单号无货可发，订单无法完结。

Q&A

问：我的订单发货后，物流多久上门取件？

答：14点前下单，当天上门取件；14点后下单，顺延至下一个工作日；节假日顺延至节后最近工作日上午上门取件（如果订单超时未揽收，请联系商家经理反馈）

问：可以修改取件地址或者取件物流吗？

答：在物流上门取件前，可以修改。订单列表-待收货-查看发货详情-修改取件地址或物流公司

问：用户地址/联系方式怎么修改？

答：请将正确的地址/联系方式反馈商家经理处理

问：运费是和用户收取吗？

答：运费由平台与商家结算。商家无需就运费问题对接用户/承运商。运费成本商家可计入售价内

问：为什么我点发货没有Drop Off模式？

答：目前仅承运商Flash、J&T支持Drop Off模式，其他承运商暂时不支持

问：Drop Off模式，我把包裹送过去网点就可以了吗？

答：请商家打包贴单后，再送往就近站点

谢谢