ORANGE CONNEX

✍️ Signature Service: Quick Guide

What is Signature Service?

Our Signature Service is an outbound optional service designed to provide extra security for deliveries.

Signature Service helps reduce "item not received" claims, ensures parcels are handed directly to a recipient, and provides additional protection against fraud. When this service is applied, the parcel must be signed upon delivery, ensuring the item is received by the buyer.

Who Should Use This Service?

This service is ideal for sellers who ship high-value or luxury items, fragile or sensitive goods, or orders needing proof of delivery. By using Signature Service, you can **reduce delivery disputes and increase buyer confidence**.

Where Is Signature Service Available?

🏷️

SKU Auto-Fulfillment

Sellers can enable this service directly at the **SKU level** in the portal when using auto-fulfillment for eBay and TikTok.

📦

Manual Order Creation

Sellers can also enable this service directly at the **order level** in the portal when creating their orders manually.
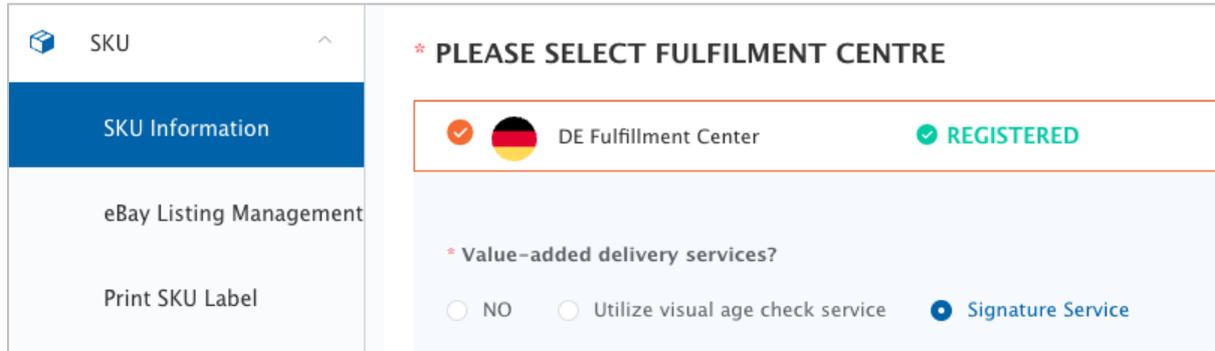
🌍

3 Countries

The Signature Service is currently available to sellers in the **UK**, **Germany**, and **the US**.

1. Set Up Signature Service for Auto-Fulfill Orders (eBay/TikTok)

This service must be set at the **SKU level**.

Go to *SKU → SKU Information →* Select relevant SKUs → under *Fulfillment Center →* Select *Signature Service*

✅ Once enabled, all auto-fulfilled orders for that SKU will automatically include Signature Service.

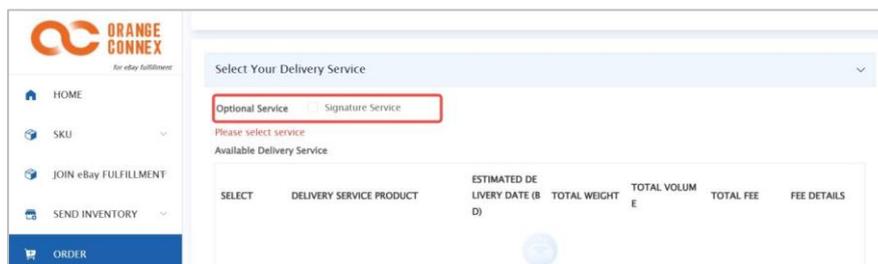# 2. Assign Signature Service For Manual Orders & Batch Upload Orders

For orders created directly in the portal,
the service must be set at the **order level**.

□ ⚠️ Even if Signature Service is already enabled at SKU level, you still need to select it again at the order level for these orders.

This is how you can add the signature service manually to your orders:

📦 For Manual Orders

1. Go to *Order → Create Outbound Order →* Under *Optional Services*, select *Signature Service*.

2. When the Signature Service is selected, only supported shipping services can be

selected. Unsupported services will appear unavailable below.

📦 📦 📦 For Batch Upload Orders

1. Go to *Order → Create Outbound Order →* Download the template from the *order page*.

2. In the template, under Optional Services, select *Signature Service* in the drop-down.

3. Complete your order information in the template and upload it to *Upload Orders.*

3. Signature Service Using DHL Packstation

If you wish to ship a parcel to a buyer's designated DHL Packstation using Signature Service, please contact the buyer before placing the order and ask them to complete the

following steps:

Step 1: Download and install the Post & DHL App

https://www.dhl.de/en/privatkunden/kampagnenseiten/dhl-app.html#downloads

Step 2: Register the Packstation

In the App, register their preferred Packstation. Once registered, the App will display their personal Postnummer (collection code).

Step 3: Ask the buyer to provide the Packstation address and Postnummer

When creating the outbound order, enter the Packstation address the buyer provided in the *Street Address 1* field, and the Postnummer in the *Street Address 2* field.
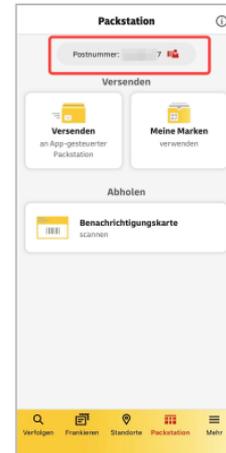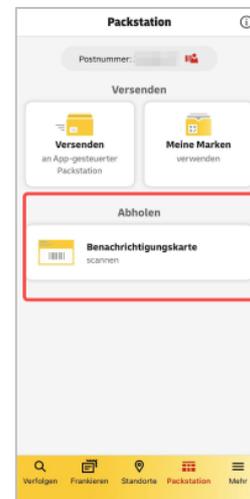

Step 4: Buyer Receive the Item

Once the parcel arrives, the buyer can retrieve their collection barcode directly from the Post & DHL App and scan it at the Packstation to collect the parcel.

✅ Proof of Delivery:

Once the parcel has been successfully delivered with a signature, you can access the carrier's official website via the link on the order details page to view proof of delivery information:

FedEx Ground: https://www.fedex.com/en-us/tracking.html
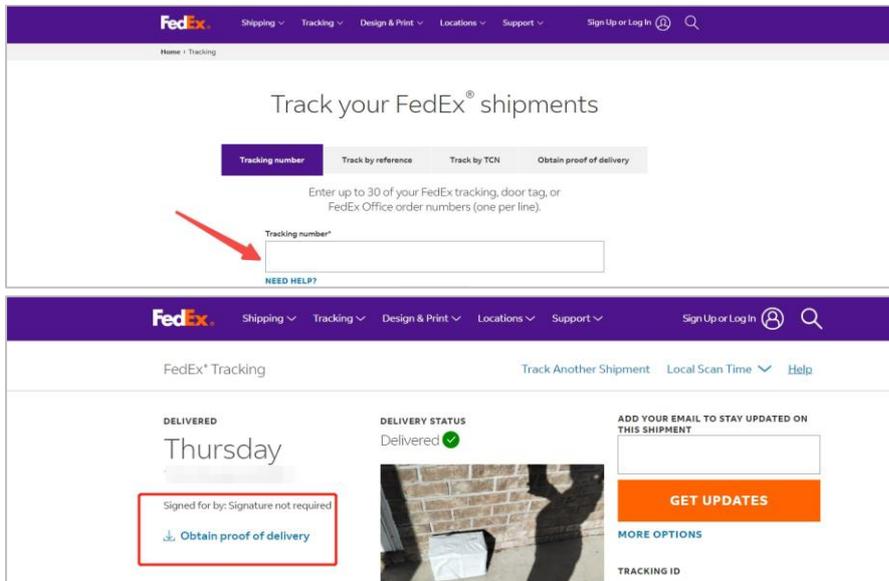
UPS Ground: https://www.ups.com/track?loc=en_US&requester=ST/

USPS: https://www.usps.com/

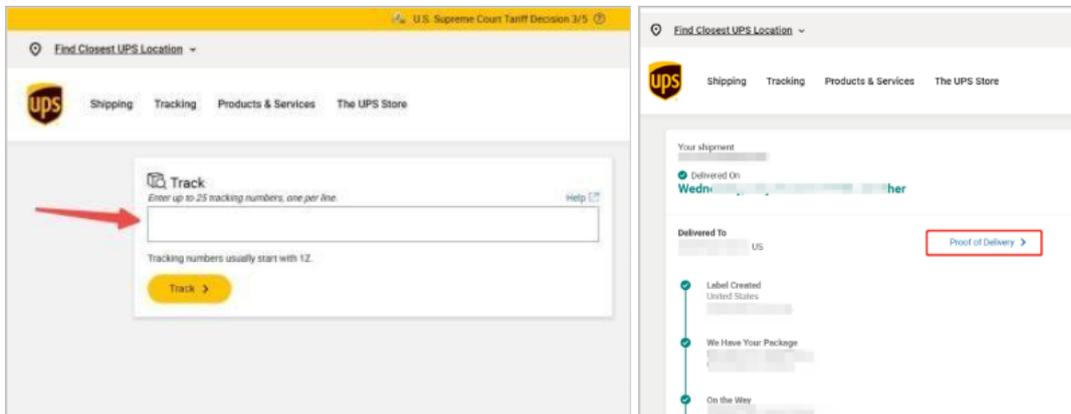**DHL:** To obtain proof of delivery (POD), please contact the Orange Connex Customer Service team.

GLS: https://gls-group.com/GROUP/en/parcel-tracking.
To obtain proof of delivery (POD), please contact the Orange Connex Customer Service team.

Royal Mail: https://www.royalmail.com/
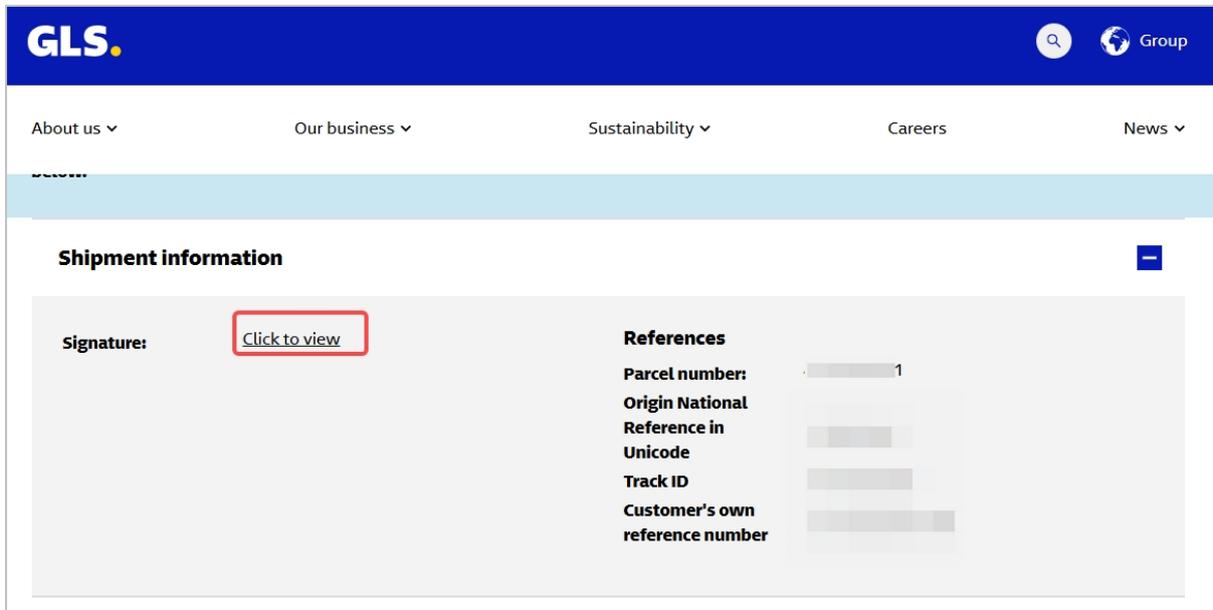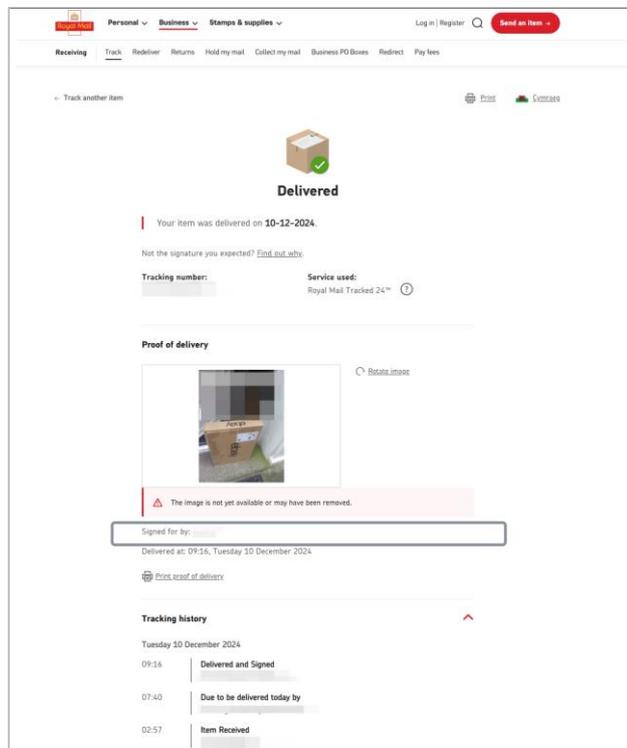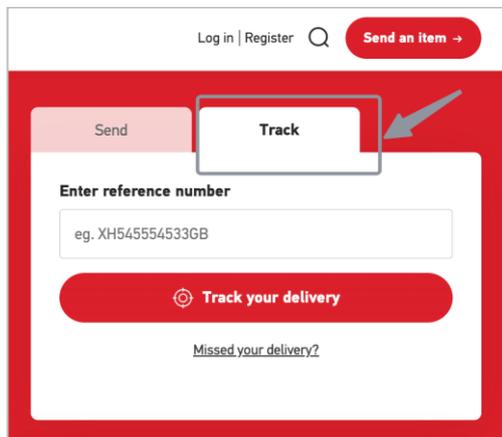
🛠️ Third-Party ERP Integration

To use Signature Service when placing orders via ERP, pass the corresponding value in the VAS Code field. For details, please refer to the latest API documentation:
https://ef-open-api.apifox.cn/

Field	Description	Type	Max Length	Mandatory (Y/N/C)	Remarks
referenceNumberList	Outbound order list	LIST			
referenceNumber	3pp outbound order number	VARCHAR	100	Y	
orderPlatform	Platform Name	VARCHAR	50	N	
eBayOrderId	The eBay order id, the format: 02-05696-00555	VARCHAR	100	C	If orderPlatform = "eBay" (ignore case), this field is mandatory.
eBayID	The eBayShop Name(SellerUserID in eBay order response), the format: test01	VARCHAR	100	N	If orderPlatform = "eBay" (ignore case), once 'eBayID' is provided, OC can pull this eBay
reShipmentEbayOrder	Is it allowed to use the eBay order ID again for shipping through the eBay channel, with the shipping limit being 5 times within 6 months, and the recipient's address must be the same as the first valid order?	BOOLEAN		N	Y--eBay order ID is allowed to be used again for shipping; N or NULL -- eBay order ID can only be used once;
VASCode	List of value-added services provided by the OC system: SG: lastmile signature service	VARCHAR	2	N	
eBayItemID	Listing ID on eBay site; use eBayItemID+eBayTransactionID to avoid duplicated order	VARCHAR	100	N	OC need to support non MF eBay orders from 3PP; eBay item ID/Trns I
eBayTransactionID	TransactionID on eBay site; use eBayItemID+eBayTransactionID to avoid duplicated order	VARCHAR	100	N	
serviceRegion	From which warehouse seller want this order to be fulfilled. OC defines these regional warehouse list, 3PP could get this foundational data from "getServiceList" API.	VARCHAR	50	Y	
shippingServiceCode	By which the shipping option seller wants this order to be fulfilled. OC defines these shipping options list, 3PP could get this foundational data from "getServiceList" API.	VARCHAR	100	Y	
companyName	The company name or business name of the consignee.	VARCHAR	100	N	
consigneeName	The consignee's full name	VARCHAR	100	Y	
houseNumber	The consignee's house number	VARCHAR	10	N	
consigneeAddress1	The consignee's address line 1	VARCHAR	200	Y	
consigneeAddress2	The consignee's address line 2	VARCHAR	200	N	
consigneeCity	The consignee's city	VARCHAR	100	N	
consigneeProvinceOrState	The consignee's Province/state	VARCHAR	100	N	
consigneeCountryCode	The consignee's country, 2-character country code(ISO-3166)	VARCHAR	2	Y	
consigneeZipCode	The consignee's zip code	VARCHAR	10	N	
consigneePhone	The consignee's contact Number	VARCHAR	100	N	
consigneeEmail	The consignee's email address	VARCHAR	100	N	
remarks	outbound order remarks	VARCHAR	255	N	
fileGroupID	Get the value of the field when calling the uploadFile V2 API first	VARCHAR	30	N	
productList	outbound SKU List	LIST			
MFSKUID	OCSKUID on OC platform which is generated by OC	VARCHAR	15	Y	
SKUQuantity	Outbound SKU quantity	INTEGER		Y	
eBayItemID	Listing ID on eBay site; use eBayItemID+eBayTransactionID to avoid duplicated order	VARCHAR	100	N	OC need to support non MF eBay orders from 3PP; eBay item ID/Trns ID is used for OC to avoid duplicated eBay orders. In case duplicated, OC will not return error code synchronously(considering the complicated checking logic) in this API, 3PP could get the very order's status = exception in "orderQuery" API.
eBayTransactionID	TransactionID on eBay site; use eBayItemID+eBayTransactionID to avoid duplicated order	VARCHAR	100	N	

💡 Recommendation:

1. Enabling Signature Service for high-value SKUs.
   Applying the service helps ensure secure delivery and proof of receipt
2. Reviewing your order creation process to ensure the service is consistently applied where needed. Setup must follow the correct level depending on order source:
   Auto-fulfilled orders → **SKU level**
   Manual / batch orders → **Order level**

🧡 Note:

1. Signature Service is not applied by default
2. If a parcel with Signature Service has not been successfully delivered, it may be because the recipient was unavailable to sign. Please follow the instructions on the carrier's official website to schedule a redelivery or collect the parcel from the designated location.
3. Please contact our customer service if you need further support.