



E-commerce, cloud-optimized.

Lazada Service Market App Subscription Process

User manual for Singapore, Indonesia &
Vietnam, Philippines, Malaysia, Thailand
sellers

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Introduction:

This guide will walk you through the steps required to use **Anchanto OM** app on Lazada Service Market and applicable for Lazada seller center users from **Singapore, Malaysia, Thailand, Philippines, Vietnam and Indonesia** regions . Please follow these instructions carefully to ensure a smooth integration process.

What is the update:

Lazada has introduced a new process for Lazada sellers to connect to 3rd party service apps. For this reason, Anchanto has created “**Anchanto OM**” app on Lazada Service Markets.

According to this new process, it is mandatory for sellers to purchase a subscription of **Anchanto OM** app from Lazada Service Marketplace. This is to ensure the continued usage of Lazada integration through Anchanto Order Management.

As of now, **Anchanto app/service** is published for **Singapore, Malaysia, Thailand, Philippines, Vietnam and Indonesia**.

In case if the sellers see a UI popup of Token expiry, sellers are advised to subscribe for the app so the refresh token can work from backend.

The entire process should take around **3 mins** for subscribing the **Anchanto OM** app.

Steps to install and use Anchanto OM Lazada app:

Step #1:

Login to Lazada Seller Center account.

Use below service market links to access Anchanto OMS app on county specific Lazada Service Markets. It is recommended to sellers that they subscribe for Free service which is for authorization purposes. Below given links of Anchanto OM app are the free service links.

For Singapore sellers: [Free subscription link- Singapore,](#)

For Philippines sellers: [Free subscription link- Philippines,](#)

For Malaysia sellers: [Free subscription link- Malaysia,](#)

For Thailand sellers: [Free subscription link- Thailand](#)

For Vietnam sellers: [Free subscription link- Vietnam,](#)

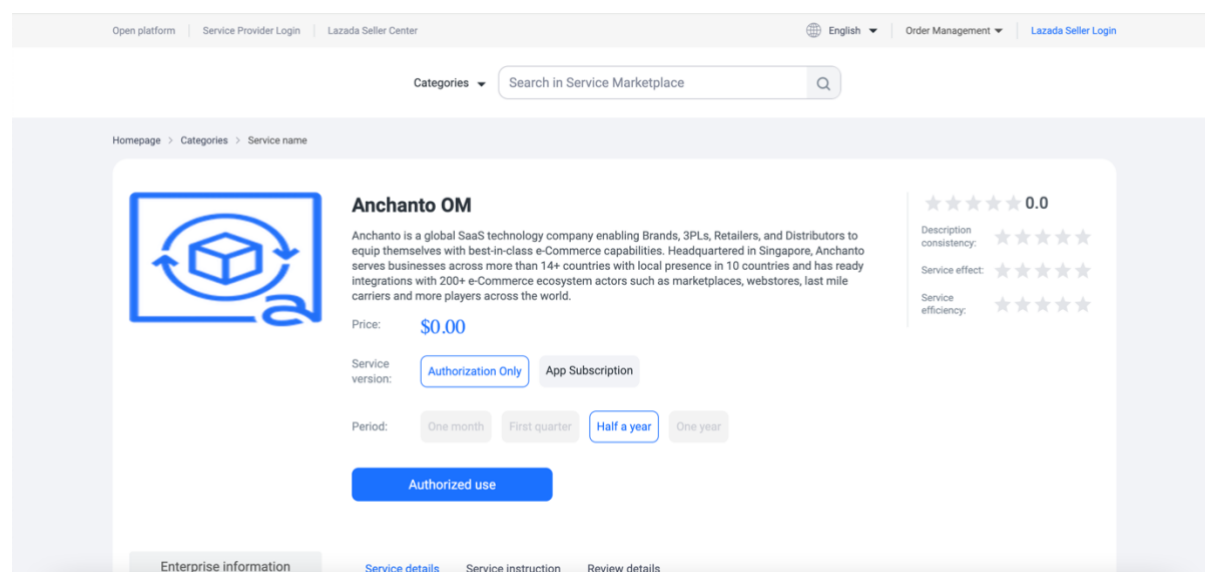
For Indonesia sellers: [Free subscription link- Indonesia.](#)

Please note: Singapore, region has paid version of Anchanto OM app, but it is not recommended by Anchanto as the service/app is used only for Authorization purpose.

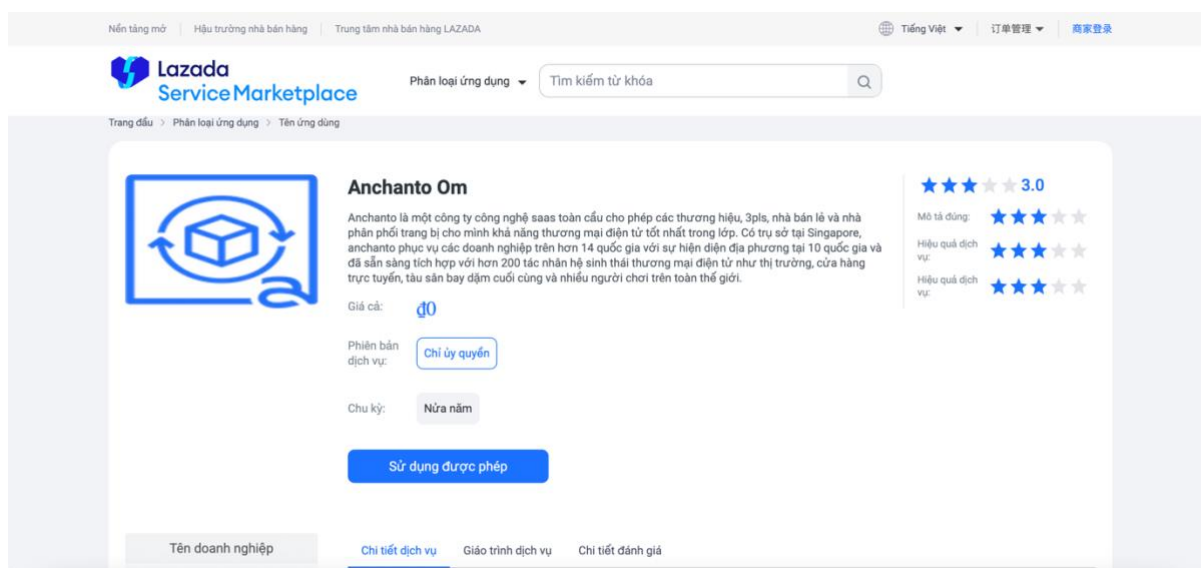
Once you click on the relevant link, you will land on Anchanto OM application on Lazada Service Market.

You have to select Service version as **"Authorization Only"** and select period as **"Half a year"**. Click on **"Authorized Use"**. This will guide you to the Order Confirmation screen.

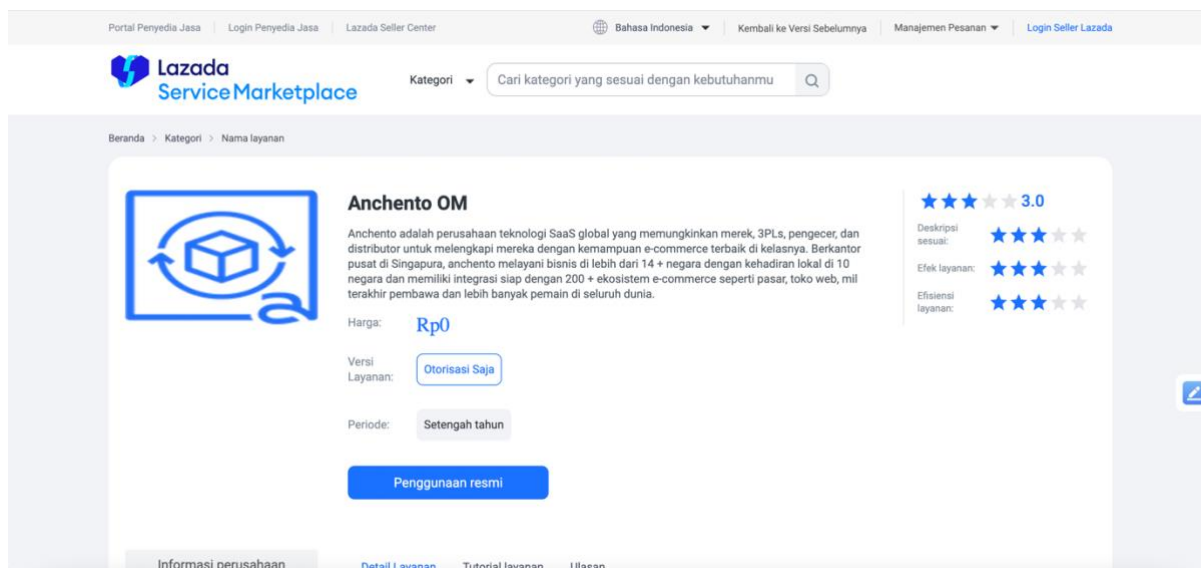
Anchanto OM- Singapore app preview for Free service:



Anchanto OM- Vietnam app preview:



Anchanto OM- Indonesia app preview:



Anchanto OM- Philippines app preview:

[Open platform](#)
[Service Provider Login](#)
[Lazada Seller Center](#)

[English](#)
[Back to Old Version](#)
[Order Management](#)
[Lazada Seller Login](#)

Categories
Search in Service Marketplace

[Homepage](#) > [Categories](#) > [Service name](#)

Anchanto OM

Anchanto is a global SaaS technology company enabling Brands, 3PLs, Retailers, and Distributors to equip themselves with best-in-class e-Commerce capabilities. Headquartered in Singapore, Anchanto serves businesses across more than 14+ countries with local presence in 10 countries and has ready integrations with 200+ e-Commerce ecosystem actors such as marketplaces, webstores, last mile carriers and more players across the world.

Price: **₱0.00**

Service version: **Authorization Only (Recommended)** App Subscription

Period: **One month** First quarter Half a year One year

Authorized use

★★★★★ 3.0

Description consistency: ★★★★★

Service effect: ★★★★★

Service efficiency: ★★★★★

Anchanto OM- Malaysia app preview:

[开放平台](#)
[服务商后台](#)
[LAZADA卖家中心](#)

[简体中文](#)
[返回旧版本](#)
[订单管理](#)
[商家登录](#)

应用分类
搜索关键字

[首页](#) > [应用分类](#) > [应用名称](#)

安坎多OM

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价格: **RM0.00**

服务版本: **仅授权** App Subscription

周期: **一个月** 一季度 **半年** 一年

授权使用

★★★★★ 3.0

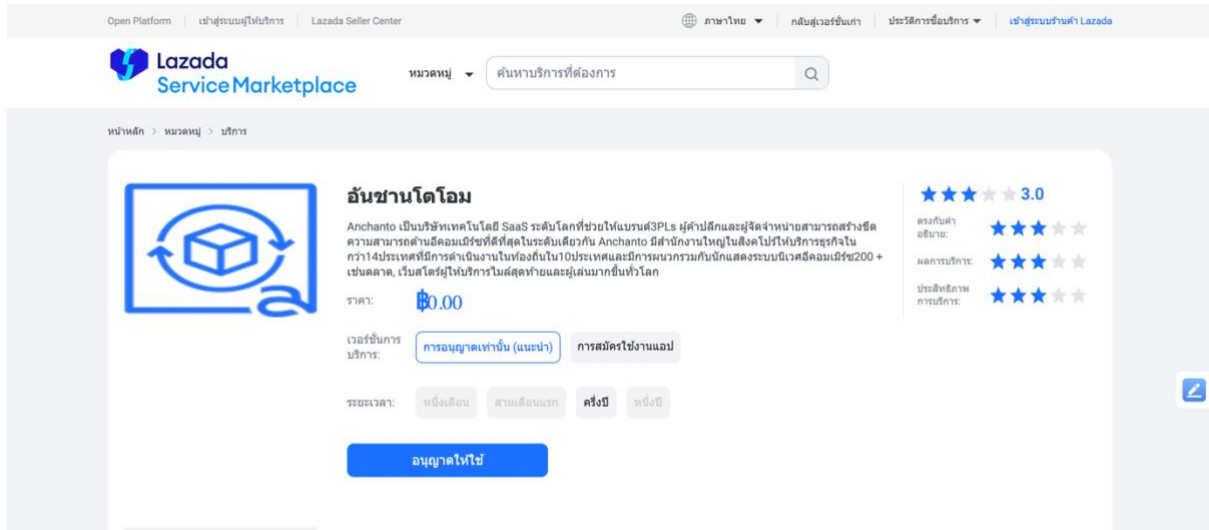
描述相符: ★★★★★

服务效果: ★★★★★

服务效率: ★★★★★

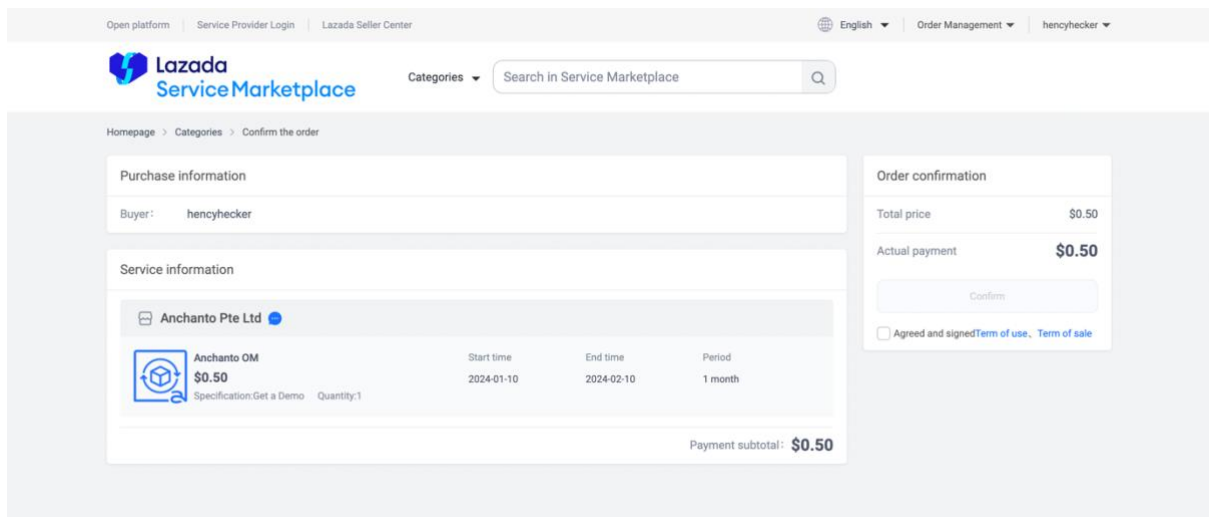
[企业信息](#)
[服务详情](#)
[服务教程](#)
[评价详情](#)

Anchanto OM- Thailand app preview:



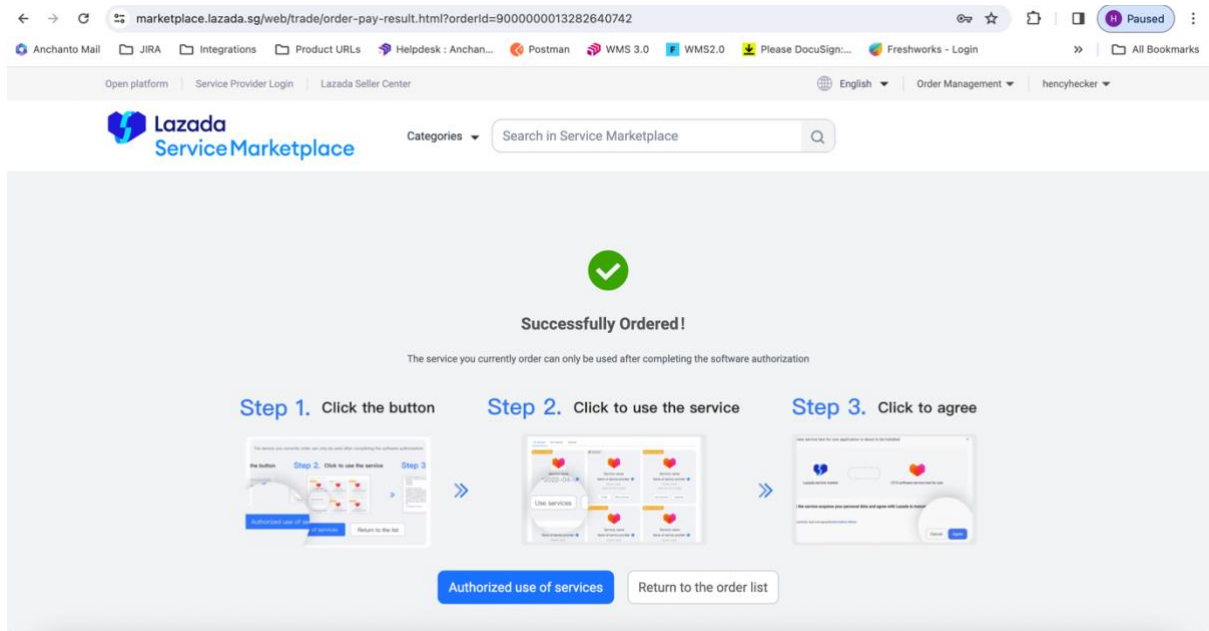
Step #2:

On Order Confirmation page, validate the Start and End Time for the service. Click on “**Agreed and Signed**” checkbox and click on “**Confirm**” button to proceed to a screen where you will see “Successfully Ordered!” message.



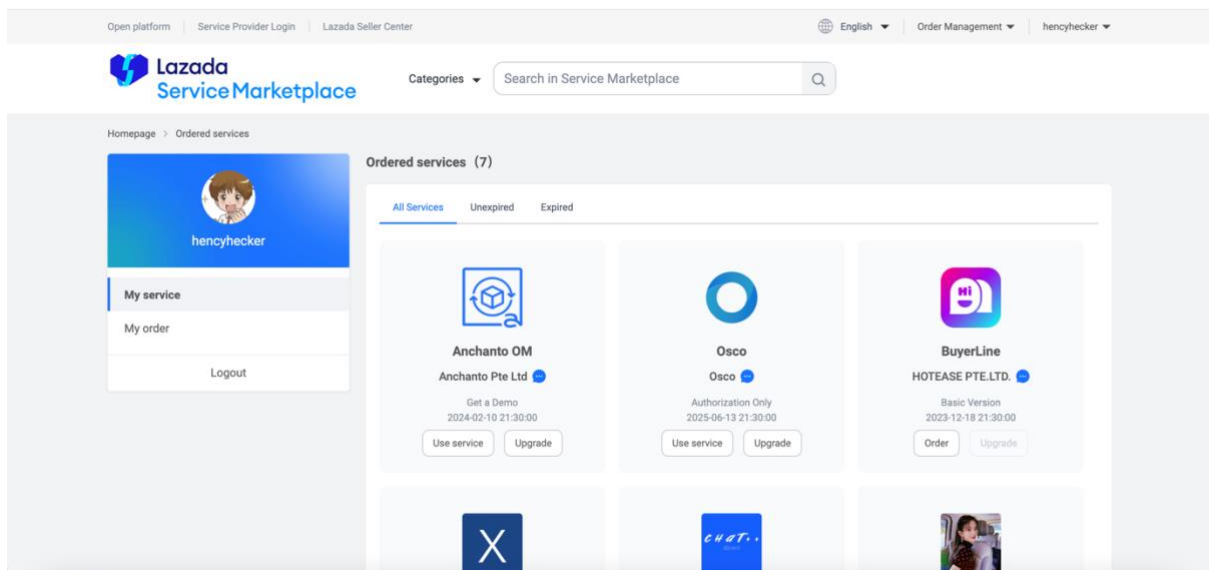
Step #3:

On the page where you see the “Successfully Ordered!” message, you have to click on “Authorized use of services” where you will be guided to Lazada “**Ordered Services**” page.



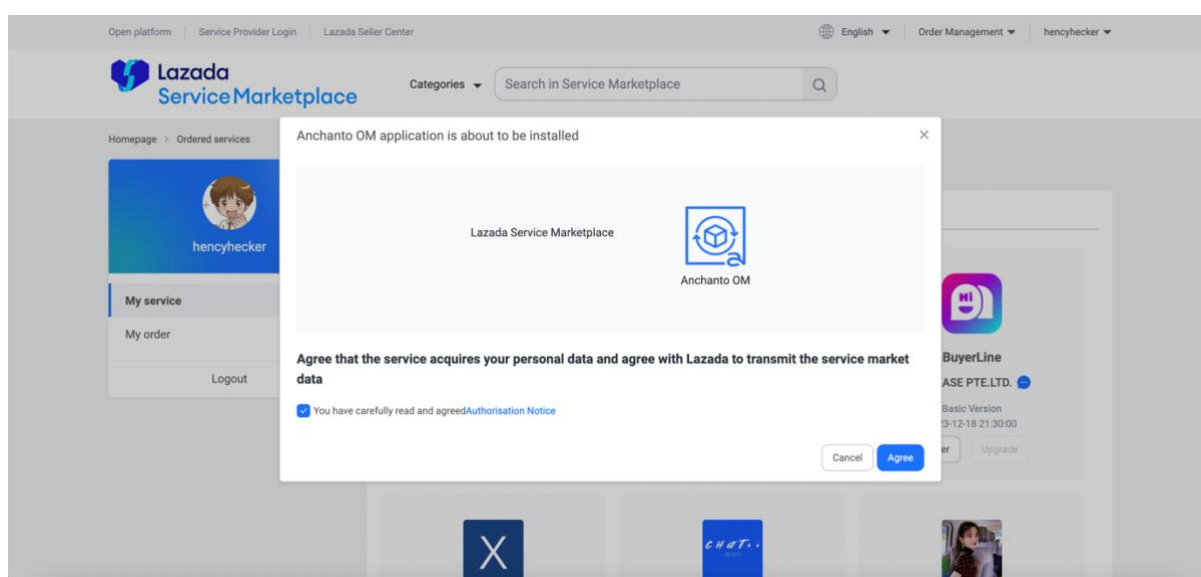
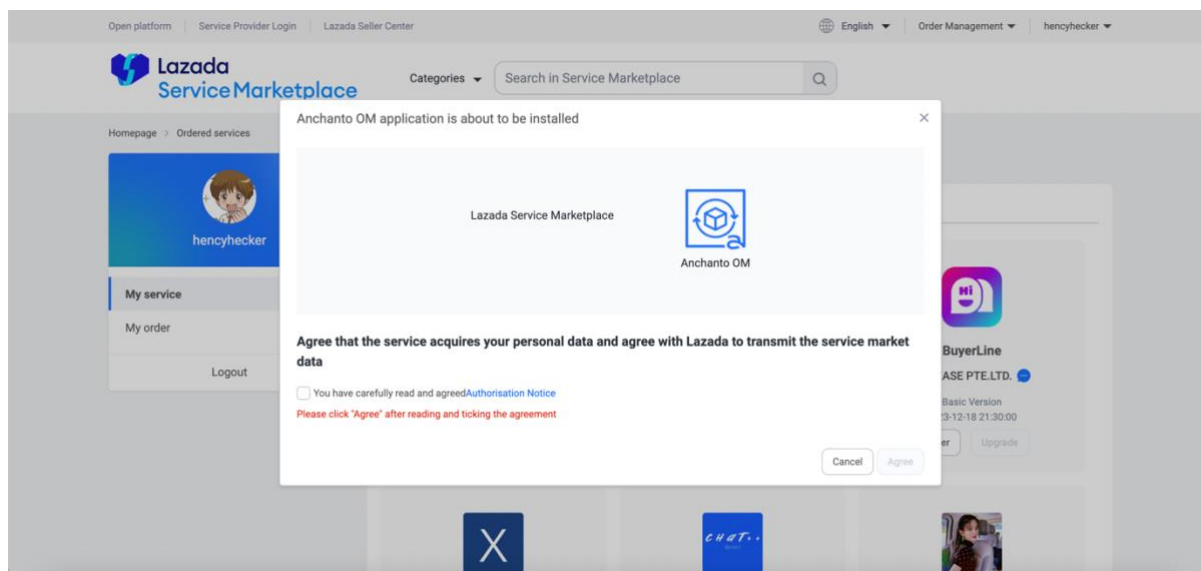
Step #4:

On Ordered Services page, go to My Service page and search for “Anchanto OM” service and click on “Use Service” button.



Step #5:

A confirmation popup will open where you can enable the checkbox and click on “**Agree**” button.



Step #7:

Once you click on “**Agree**” button on step #6, you will be redirected to Lazada Open Platform page for Authorization. You have to select the seller account (site) country and enter the Lazada seller center credentials (Email, Password) for which you have subscribed the Anchanto OM app and click on “**Submit**”. Please ensure the checkbox is selected for “**I agree to the Authorization Terms & Agreement**”

LAZADA OPEN PLATFORM

English

Sign in and authorize permission

[Anchanto OM] is requesting permission for these functions:

- Read brands, categories, and attributes information from Lazada system
- Get your transaction statements and fee details in a specified period
- Get documents (invoices or shipping labels) for your orders

[View more](#)

☐ I agree to the Authorization Terms & Agreement

* Site: Singapore

* Email: email

* Password: Please enter your password

Submit

After this step, you will be redirected to Anchanto OM login page. This means the flow of purchasing the Anchanto OM app is successful.

Once above process is completed, seller should reconnect the store. Once reconnected, the integration will work smoothly.

Instructions for new Lazada store connection:

Sellers need to follow above process of subscribing the Anchanto OM app before connecting the new Lazada store to Anchanto OMS.

Please Note:

In case if you have any queries, please reach out to respective Key Account Manager and care team or email us on help@anchanto.com.

Frequently Asked Questions:

1) What are scenarios in which sellers can land and what should they do in such cases.

- a. Seller A has never authorized Anchanto App in his history, if the seller clicks on the authorization link of the App on March 1, 2024 (which is after release of new flow), user will be redirected to the Lazada Service MarketPlace for ordering. If the App has not been published to the Service Market, the authorization page will prompt that the service has not been published to the Service Market and cannot be authorized and used.
- b. Seller B first authorized Anchanto App on January 1, 2024 (which is before the release of new flow), the seller can use the App normally within 30 days after January 1, 2024, and authorization for use after 30 days requires verification of Service MarketPlace orders.

2) Does this update have any impact to sellers in S.Korea?

No, the update does not have any impact for S. Korea sellers. Lazada has excluded S. Korea region for this update.

3) When the subscription expires, will the sellers get a popup and email as an alert?

Yes, sellers will get to see the pop-up on Anchanto OM user interface and will receive emails 14 days prior to expiry of subscription. This feature will be deployed by Anchanto team by 30th March, 2024.