

ZALORA

MANAGING YOUR PRODUCTS

MANAGING YOUR PRODUCTS

Getting Started on Seller Center

- After logging on to Seller Center, click on **Products** → **Manage Products**

The screenshot displays the Zalora Seller Center dashboard. The top navigation bar includes 'Products', 'Orders' (with a red notification badge), 'Reports', 'Settings', 'Help', and 'Administration'. The 'Products' dropdown menu is open, with 'Manage Products' highlighted in green. Other options in the menu include 'Add a Product' (2 items), 'Import Products' (0 items), 'Manage Images' (0 items), and 'API Reference' (0 items). The main content area features a 'News' section with a date of 06 Apr 2016 and a link to a 'Seller Requisition Form'. Below this is a section for 'THE SELLER ACADEMY' with contact information for warehouse, QC, finance, and marketing. To the right, a 'Sales Summary' box shows 'SGD 286 Sales Today' and a table for weekly and monthly sales. Further down, an 'Account Health' section displays three metrics: 94% for 48h Shipment (good), 13% for Returns (good), and 7% for Cancellation rate (bad).

Products ▾ Orders ▾ 2 Reports ▾ Settings ▾ Help ▾ Administration ▾

Manage Products

Add a Product 2

Import Products 0

Manage Images 0

API Reference 0

News

06 Apr 2016 19:56

[Seller Requisition Form & Seller Academy 7th April 2016](#)

THE SELLER ACADEMY
Learn. Apply. Grow.

Sellers Requisition form
Request for TAQBIN Waybills and Singpost Return Labels

Sales Summary

SGD 286
Sales Today

This Week	SGD 752
This Month	SGD 4,785

Account Health

- 94 % 48h Shipment good
- 13 % Returns good
- 7 % Cancellation rate bad

All Order Items

Today	10
In the last 30 days	326
Shipped	33
Returned	880
Cancelled	239

[View your Orders](#)

To assist you better, kindly direct your respective queries to the relevant personnel below.

Warehouse, orders and logistics:
mp-operations@sg.zalora.com

QC and product listing:
mp-productlisting@sg.zalora.com

Finance and monthly payouts:
mp-finance@sg.zalora.com

General marketing and campaigns:
mp-marketing@sg.zalora.com

MANAGING YOUR PRODUCTS

(1) Product Management Overview

- To view all products uploaded to Seller Center, filter using the “**All**” tab

Product Overview

All Live Rejected 4 Sold Out 136 Inactive ▾

Export ▾ + Add Name, SKU 🔍

Name ▾	SKU ▾	Created ▴	Price ▾	Sale Price ▾	Available ▾	Visible ▾	Active ▾	Actions
KATE ABSTRACT SHIFT DRESS IN PAINT - L	A0001	13 Jan 2015	33.00	29.00	-	✗	ON <input checked="" type="checkbox"/>	Edit ▾
KATE ABSTRACT SHIFT DRESS IN PORTRAITS - L	A0002	13 Jan 2015	33.00	29.00	-	✗	ON <input checked="" type="checkbox"/>	Edit ▾
KATE ABSTRACT SHIFT DRESS IN POLKA DOTS - L	A0003	13 Jan 2015	33.00	29.00	3	✗	<input type="checkbox"/> OFF	Edit ▾

- To view products that are live on ZALORA, filter using the “**Live**” tab

Product Overview

All **Live** Rejected 4 Sold Out 136 Inactive ▾

Export ▾ + Add Name, SKU 🔍

Name ▾	SKU ▾	Created ▾	Price ▾	Sale Price ▾	Available ▾	Visible ▾	Active ▾	Actions
Chloe Flower Bloom Skorts in Blue Floral - M	0103_07M	03 Jan 2016	28.00	-	27	✓	ON <input checked="" type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - M	0516_40M	30 May 2015	28.00	-	18	✓	ON <input checked="" type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - S	0516_40S	30 May 2015	28.00	-	20	✓	ON <input checked="" type="checkbox"/>	Edit ▾

MANAGING YOUR PRODUCTS

(1) Product Management Overview

- To view product submissions rejected by QC, select the **“Rejected”** tab

Product Overview [All](#) [Live](#) **Rejected 4** [Sold Out 136](#) [Inactive](#) [Export](#) [+ Add](#)

Product Name	SKU	Creation Date	Rejection Reason	Quality Control Comment	Actions
Leslie Chiffon insert top in Black	0324_02	18 Mar 2016 22:37	Incomplete/Incorrect Product Description	No product description.	Edit
Viana Ribbon Bow Sling Bag in Black	0114_05	11 Jan 2016 22:30	Product not angled/displayed clearly	Product is not allowed to be worn on model.	Edit
Viana Ribbon Bow Sling Bag in Blue	0114_06	11 Jan 2016 22:32	Product not angled/displayed clearly	Product is not allowed to be worn on model.	Edit

- To view products that are out of stock, filter using the **“Sold Out”** tab

Product Overview [All](#) [Live](#) [Rejected 4](#) **Sold Out 136** [Inactive](#) [Export](#) [+ Add](#)

Name	SKU	Created	Price	Sale Price	Available	Visible	Active	Actions
CHLOE FLOWER BLOOM SKORTS - L	A0053	25 Feb 2015	28.00	-	-	×	ON	Edit
Elina Flare Halter Circle Blouse in light Blue - One size	1112_06	06 Nov 2015	25.00	-	-	×	ON	Edit
Kaye Oversize Casual Dress in Pink - One size	0407_09	04 Apr 2016	33.00	-	-	×	ON	Edit

MANAGING YOUR PRODUCTS

(1) Product Management Overview

- To view product submissions pending by QC, click on **Inactive** → **Quality Approval Pending**

Product Overview [All](#) [Live](#) [Rejected](#) 23 [Sold Out](#) 604 [Inactive](#) Export + Add

Name	SKU	Created	Price	Sale Price	Available	Visible	Active	Actions
Glittery Bow Ballerina Flats - Blue - 39	FF1310395-blue-39	19 Apr 2016	36.90	18.45	11	✗	ON	Edit
Glittery Bow Ballerina Flats - Blue - 38	FF1310395-blue-38	19 Apr 2016	36.90	18.45	17	✗	ON	Edit
Glittery Bow Ballerina Flats - Blue - 37	FF1310395-blue-37	19 Apr 2016	36.90	18.45	17	✗	ON	Edit

- To view products that currently not live on ZALORA, click on **Inactive** → **Product Inactive**

Product Overview [All](#) [Live](#) [Rejected](#) [Sold Out](#) 188 [Inactive](#) Export + Add

Name	SKU	Created	Price	Sale Price	Available	Visible	Active	Actions
Patent Toe Hexa Structured Flats - Blue - 42	42-B9	27 Aug 2015	36.90	31.37	-	✗	OFF	Edit
Patent Toe Hexa Structured Flats - Blue - 37	FF1504714-blue-37-B9	27 Aug 2015	36.90	31.37	-	✗	OFF	Edit
Patent Toe Hexa Structured Flats - Blue - 36	FF1504714-blue-36-B9	27 Aug 2015	36.90	31.37	-	✗	OFF	Edit

MANAGING YOUR PRODUCTS

(2) Edit Price and Stock Quantity

- On the Product Overview page, you can make changes to the following:

(a) Price

Product Overview All Live Rejected 4 Sold Out 136 Inactive ▾ Export ▾ + Add Name, SKU 🔍

Name ▾	SKU ▾	Created ▾	Price ▾	Sale Price ▾	Available ▾	Visible	Active ▾	Actions
Chloe Flower Bloom Skorts in Blue Floral - M	0103_07M	03 Jan 2016	28.00 ✎	-	27	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - M	0516_40M	<div>Price <input type="text" value="28.00"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/></div>		-	18	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - S	0516_40S			-	20	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Flower Bloom Skorts in Blue Floral - S	0103_07S			-	23	✓	ON <input type="checkbox"/>	Edit ▾

- Drag cursor to the **Price** column
- Click on the pencil icon ✎
- Adjust the prices for the selected product
- Click the **“Save”** button

MANAGING YOUR PRODUCTS

(2) Edit Price and Stock Quantity

- On the Product Overview page, you can make changes to the following:

(b) Sale Price

Product Overview All Live Rejected 4 Sold Out 136 Inactive ▾ Export ▾ + Add Name, SKU 🔍

Name ▾	SKU ▾	Created ▾	Price ▾	Sale Price ▾	Available ▾	Visible	Active ▾	Actions
Chloe Flower Bloom Skorts in Blue Floral - M	0103_07	03 Jan 2016	28.00		27	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - M	0516_40			<div>Sale Price <input type="text"/></div>	18	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - S	0516_40			<div>Date Range <input type="text"/></div>	20	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Flower Bloom Skorts in Blue Floral - S	0103_07			<div><input type="text"/></div>	23	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - L	0516_40			<div><input type="text"/></div>	24	✓	ON <input type="checkbox"/>	Edit ▾

- Drag cursor to the **Sale Price** column
- Click on the pencil icon
- Input the Sale Price for the selected product
- Input the Date Range that the Sale Price will apply
- Click the **“Save”** button


MANAGING YOUR PRODUCTS


(2) Edit Price and Stock Quantity

- On the Product Overview page, you can make changes to the following:

(c) Stocks Quantity

Product Overview All Live Rejected 4 Sold Out 136 Inactive ▾ Export ▾ + Add Name, SKU 🔍

Name ▾	SKU ▾	Created ▾	Price ▾	Sale Price ▾	Available ▾	Visible	Active ▾	Actions
Chloe Flower Bloom Skorts in Blue Floral - M	0103_07	03 Jan 2016	28.00	-	27 	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - M	0516_40M	30 May 2015	Allocated Stock <input type="text" value="27"/>			✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - S	0516_40S	30 May 2015	Available Stock <input type="text" value="27"/>			✓	ON <input type="checkbox"/>	Edit ▾
Chloe Flower Bloom Skorts in Blue Floral - S	0103_07S	03 Jan 2016	<div>Save Cancel</div>			✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - L	0516_40L	10 Dec 2015				✓	ON <input type="checkbox"/>	Edit ▾

- Drag cursor to the **Available** column
- Click on the pencil icon 
- Adjust the allocated stock quantity for the selected product
- Click the **“Save”** button

MANAGING YOUR PRODUCTS

(2) Edit Price and Stock Quantity

- On the Product Overview page, you can make changes to the following:

(d) Live Status

Product Overview All Live Rejected 4 Sold Out 136 Inactive ▾ Export ▾ + Add Name, SKU 🔍

Name ▾	SKU ▾	Created ▴	Price ▾	Sale Price ▾	Available ▾	Visible	Active ▾	Actions
KATE ABSTRACT SHIFT DRESS IN PAINT - L	A0001	13 Jan 2015	33.00	29.00	-	×	ON <input checked="" type="checkbox"/>	Edit ▾
KATE ABSTRACT SHIFT DRESS IN PORTRAITS - L	A0002	13 Jan 2015	33.00	29.00	-	×	ON <input checked="" type="checkbox"/>	Edit ▾
KATE ABSTRACT SHIFT DRESS IN POLKA DOTS - L	A0003	13 Jan 2015	33.00	29.00	3	×	OFF <input type="checkbox"/>	Edit ▾

- Drag cursor to the **Active** column
- Toggle between “On” and “Off” to turn the product on or off on ZALORA's website

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(3) Edit or Delete Product Details

- To edit Product Details (e.g. Product Name, Brand, Colour, Description) or to delete a product,

Product Overview All Live Rejected 4 Sold Out 136 Inactive ▾ Export ▾ + Add Name, SKU 🔍

Name ▾	SKU ▾	Created ▾	Price ▾	Sale Price ▾	Available ▾	Visible	Active ▾	Actions
Chloe Flower Bloom Skorts in Blue Floral - M	0103_07M	03 Jan 2016	28.00	-	27	✓	ON <input type="checkbox"/>	Edit ▾
Chloe Skorts in Spring Florals - M	0516_40M	30 May 2015	28.00	-	18	✓		Edit Details
Chloe Skorts in Spring Florals - S	0516_40S	30 May 2015	28.00	-	20	✓		Manage Product Images
Chloe Flower Bloom Skorts in Blue Floral - S	0103_07S	03 Jan 2016	28.00	-	23	✓		Delete Product

- Drag cursor to the **Actions** column
- Select the desired action

MANAGING YOUR PRODUCTS

(4) Manage Product Images

- Click on **Products** → **Manage Images**

The screenshot displays the Zalora Seller Dashboard. At the top, there is a navigation bar with icons and labels for Products, Orders (with a red notification badge), Reports, Settings, Help, and Administration. A dropdown menu for 'Products' is open on the left, showing options: Manage Products, Add a Product, Import Products, **Manage Images** (highlighted with a red box), and API Reference. To the right of the menu, a small table shows counts: 2 for Add a Product, 0 for Import Products, 0 for Manage Images, and 0 for API Reference.

Below the navigation bar, the main content area is divided into three columns. The left column, titled 'All Order Items', contains a table with order status counts:

Status	Count
Today	10
In the last 30 days	326
Shipped	33
Returned	880
Cancelled	239

Below this table is a blue button labeled 'View your Orders'.

The middle column features a 'News' section with a date and time stamp (06 Apr 2016, 19:56) and a link to a 'Seller Requisition Form & Seller Academy 7th April 2016'. Below this is a section titled 'THE SELLER ACADEMY' with the tagline 'Learn. Apply. Grow.' and a link to a 'Sellers Requisition form'. A note below this section states: 'To assist you better, kindly direct your respective queries to the relevant personnel below.' This is followed by three contact points: Warehouse, orders and logistics (mp-operations@sg.zalora.com), QC and product listing (mp-productlisting@sg.zalora.com), and Finance and monthly payouts (mp-finance@sg.zalora.com). A final contact point for General marketing and campaigns (mp-marketing@sg.zalora.com) is listed at the bottom.

The right column displays a 'Sales Summary' section with a green box showing 'SGD 286 Sales Today'. Below this, a table shows weekly and monthly sales: 'This Week SGD 752' and 'This Month SGD 4,785'. Further down is an 'Account Health' section with three circular progress indicators: 94% for 48h Shipment (good), 13% for Returns (good), and 7% for Cancellation rate (bad).

MANAGING YOUR PRODUCTS

(4) Manage Product Images

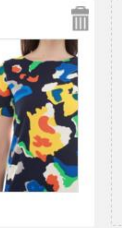


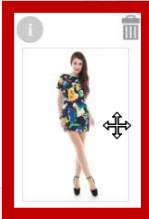



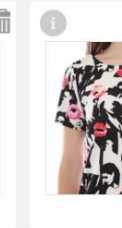

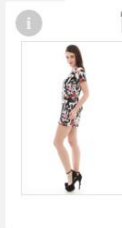

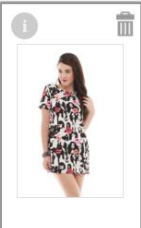

- To Rearrange Order of Images
 - Click, drag and drop images in the order compliant to ZALORA guidelines

Manage Product Images ▾ [How does it work?](#)

Images need to be at least 762 x 1100 pixel. Stick to portrait layouts and have at least 5 pictures for each product


All Image Missing

Export ▾ Product, Brand, Seller SKU 🔍

Product ▾	All Images
<div>KATE ABSTRACT SHIFT DRESS IN PAINT Sophialuv A0001, A0001-s</div>	<div><div></div><div><p>Drop images here or select image</p></div></div>
<div>KATE ABSTRACT SHIFT DRESS IN PORTRAITS Sophialuv A0002</div>	<div><div></div><div><p>Drop images here or select image</p></div></div>

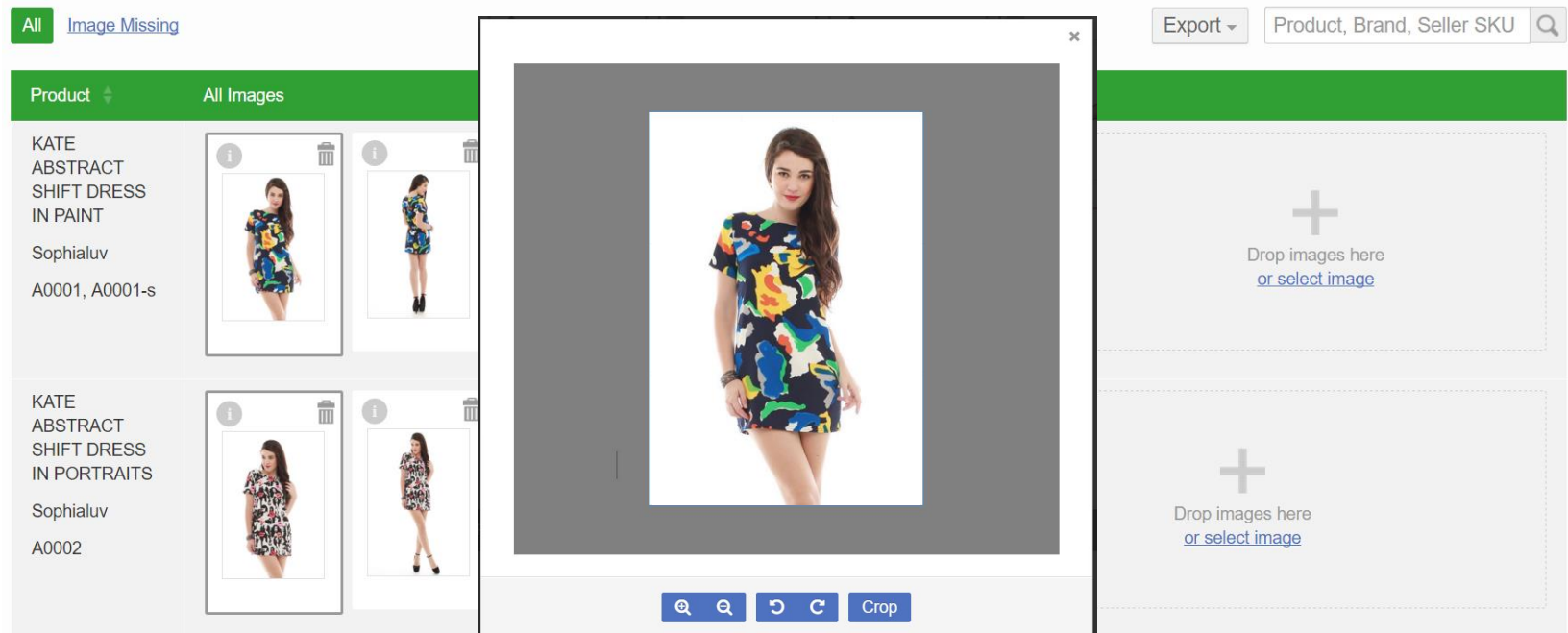
MANAGING YOUR PRODUCTS

(4) Manage Product Images

- To make simple edits (i.e. rotate or crop) to images,
 - Click on the  icon to reveal the pop-up for each product

Manage Product Images ▾ [How does it work?](#)

Images need to be at least 762 x 1100 pixel. Stick to portrait layouts and have at least 5 pictures for each product



The screenshot displays the 'Manage Product Images' interface in the Zalora Marketplace. On the left, there is a list of products under the 'All Images' tab. The first product is 'KATE ABSTRACT SHIFT DRESS IN PAINT' by 'Sophialuv' with SKU 'A0001, A0001-s'. It has two image thumbnails, each with an information icon (i) and a delete icon (trash). The second product is 'KATE ABSTRACT SHIFT DRESS IN PORTRAITS' by 'Sophialuv' with SKU 'A0002', also with two image thumbnails and icons. In the center, a large image editor is open, showing a portrait of a woman in a colorful abstract dress. Below the image are buttons for zooming (magnifying glass), rotating (circular arrows), and cropping. On the right, there are two large dashed boxes for adding more images, each with a plus sign and the text 'Drop images here or select image'. At the top right, there is an 'Export' button and a search bar with the placeholder 'Product, Brand, Seller SKU'.