Area	Error Message	Description & Solution for Seller
Attribute set/mapping issue	Following category identifier doesn't exist	This means that the selected Category does not exist in all countries of operations (e.g. cookware may not be available in Taiwan). Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance. Alternatively, you can try selecting another suitable category which may be applicable across all countries of operations.
Attribute set/mapping issue	Attribute Set doesn't match with Zalora system. Please reach out to Zalora team	For rejection that affects new SKU (no Shop SKU generated), the error could be due to unmatched Primary Category vs Sub Cat Type. Kindly refer to the ZALORA Marketplace Mapping list (accessible in Seller Academy > Get Started > Product Management < SubCategory & Size System > Sub Category & Size System) under Category - Sub Cat Type Mapping tab for the matching list and amend the SKU accordingly. If the error affects live SKU (SKU with Shop SKU), kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.
Attribute set/mapping issue	[Zalora-MY]: [XXX] is invalid for [sub_cat_type]	For rejection that affects new SKU (no Shop SKU generated), the error could be due to unmatched Primary Category vs Sub Cat Type. Kindly refer to the ZALORA Marketplace Mapping list (accessible in Seller Academy > Get Started > Product Management < SubCategory & Size System > Sub Category & Size System) under Category - Sub Cat Type Mapping tab for the matching list and amend the SKU accordingly. If the error affects live SKU (SKU with Shop SKU), kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.
Attribute set/mapping issue	[xxx: Merchandise category for sub category [xxx] and gender [xxx] doesn't exist in FLASH."]"	The selected sub category/gender does not exist in the system. Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.
Duplication of SKU	Product Set (XXX) was assigned to different SKU supplier config (YYY)	There is currently an existing SKU with same SkuSupplierConfig value. This could be from another seller or previously deleted SKU using incorrect, old deletion process (Can find this under Manage Product > Inactive > Deleted). Please restore the deleted SKU instead. If recreation of SKU are necessary, please use a different SkuSupplierConfig instead.

Area	Error Message	Description & Solution for Seller
Duplication of SKU	Size "X" already exists under this config. Please select another size for SKU "XXX"	There is currently an existing SKU with the selected size. This could be from another seller or previously deleted SKU using incorrect, old deletion process (Can find this under Manage Product > Inactive > Deleted). Please restore the deleted SKU instead. If recreation of SKU are necessary, please use a different SkuSupplierConfig instead.
Duplication of SKU	<Seller SKU/SKU_Supplier_Config" already exists. Please use a different SKU supplier for creation"]	There is currently an existing SKU with same SkuSupplierConfig value. This could be from another seller or previously deleted SKU using incorrect, old deletion process (Can find this under Manage Product > Inactive > Deleted). Please restore the deleted SKU instead. If recreation of SKU are necessary, please use a different SkuSupplierConfig instead.
Duplication of SKU	["SKU Supplier Config: There is already an existing SKU with [Seller SKU] under brand [XXX] (Existing SKU: XXX, Config: XXX, Size: XXX)"]	There is currently an existing SKU with same SkuSupplierConfig value. This could be from another seller or previously deleted SKU using incorrect, old deletion process (Can find this under Manage Product > Inactive > Deleted). Please restore the deleted SKU instead. If recreation of SKU are necessary, please use a different SkuSupplierConfig instead.
Duplication of SKU	*There is an existing Seller SKU with the same naming convention* Please use a different Seller SKU Instead	There is already an existing SKU with the same naming convention recorded in the system. Kindly amend the SKU with unique Seller SKU.
Duplication of SKU	Update to Shop failed, SKU already exists.	There is already an existing SKU with the same naming convention recorded in the system. Kindly amend the SKU with unique Seller SKU.
SAP related issues	{"simples":{"Shop SKU":{"price":"This attribute is mandatory!","sources":[{"price":"This attribute is mandatory!"," supplier":"XX","supplier_identifier":"XXX","stock_in":"XX"}]}},"sku":"Shop SKU"}	Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.
SAP related issues	["[0000000493416341][0BZON30000AM00] Source: SAP, Error: Messages for material EL292BE34RPTHK: log number 0000000002313280"]	Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.
SAP related issues	Quality Control comment: ["[][0BVJV10000AM00] Source: SAP, Error: Error while sending to SAP"]	Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.
SAP related issues	["[0000001082792634][0VLZVD0000AM00] Source: SAP, Error: This combination of characteristic values already exists"]	Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.

Area	Error Message	Description & Solution for Seller
SAP related issues	["Price is required for country XX"]	This error could be due to the following reasons: 1. Seller indeed sell in that country as per contract, to proceed with price updates for the country required. 2. Seller did not opt to sell in that country and with no available price field for the stated country. Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections" for assistance.
Brand	There is no valid contract for supplier	This means that the selected brand is invalid (whether the brand contract is not active or the brand is not authorized under the seller account) Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding : New Brand Creations/Removal" for request of either to reactivate the brand contract, or for a new brand creation together with the Trademark / Authorized Letter of Authorization as attachment.
Brand	Product has unapproved brand for seller	This means that the selected brand is currently inactive on the backend. Kindly liaise with your Account Manager, or to raise ticket through Contact Us form under Contact Reason of "Onboarding : New Brand Creations/Removal" for request of brand reactivation, her with the Trademark / Authorized Letter of Authorization as attachment.
Brand	["Seller SKU: [XXX] is invalid for [brand]"]	
Size variations	['Sizesystembrand: EU has invalid value: 170 / PrimaryCategory: 7624']	Please refer to the [Mapped Attributes] tab in Product Creation Template for the list of matching Sub Cat Type, Size System Brand, and Size. If new size variations are required, kindly raise ticket through Contact Us Form under Contact Reason of "Onboarding Product Support: Product Updates Enquiry" to request adding new variations.
Size variations	<Seller SKU> Size "XX" is not applicable for size system brand "XX"	Please refer to the [Mapped Attributes] tab in Product Creation Template for the list of matching Sub Cat Type, Size System Brand, and Size. If new size variations are required, kindly raise ticket through Contact Us Form under Contact Reason of "Onboarding Product Support: Product Updates Enquiry" to request adding new variations.
Size variations	[The value for sizesystembrand is mandatory. Please enter an appropriate value."]"	The Size System field is mandatory to be filled in for SKU creation. Kindly input the value for the SKU to be approved. Please refer to the [Mapped Attributes] tab in Product Creation Template for the list of match Sub Cat Type, Size System Brand, and Size.

Area	Error Message	Description & Solution for Seller
Category	The Category "XXX" > "YYY" is not available anymore. Please select a new primary category.	The category for the product is not available anymore. Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Updates Enquiry" for assistance.
Category	The product has no active category. Please select a primary category	The product has no active category. Kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Updates Enquiry" for assistance.
Category	Please tag Beauty products to Beauty categories AND Women/Men/Kids/Lifestyle categories	Product must be updated with 2 categories: 1. Beauty Category, and 2. Non-Beauty Category for the SKU to be approved. The latter are to be updated under the Recommended Browse Nodes.
Image	Your product was disapproved by quality control due to : missing images	SKU disapproved by Quality Control team due to missing images. Kindly update the images within 762 x 1100 pixel for approval.
Image	The first or main image must clearly show the product in full. Please refer to product guidelines from The Seller Academy for the best image practices.	The first or main image did not follow the image guideline. Kindly update the image by referring to product guidelines from The Seller Academy for the best image practices.
Other	[brand_data] should be indicated in JSON format	The Brand Data input is only applicable for specific seller. Kindly remove the data for the SKU to be approved.
Other	["Seller SKU: [age_group] is not applicable for [Category] product"]	Products under Kids category must be filled in with "Unisex-kids" under Gender and appropriate option under Age Group dropdown.
Other	Product has low content score	This is caused by change in mandatory fields after SKU is live (Shop SKU generated). Kindly revert the data based on the original information. For further assistance, kindly raise ticket through Contact Us form under Contact Reason of "Onboarding Product Support: Product Rejections".
Other	["Seller SKU: Config Group "XXX: is already used under attribute set "XXX" for brand "XXX". Please check if sub cat type is correct."]	Product Grouping must only contain products under the same attribute. No mixture of attribute is allowed under the same Product Grouping.
Fulfilled by Zalora	["Seller SKU: Shipment Type Consignment Stock not allowed to be changed. Please contact the Support Team for more information."]	For FBZ seller, shipment type for new product creation must always be 'Fulfillment by Zalora'.