ZALORA

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Global Seller Center

Fulfillment by Zalora (FbZ)

Operational Manual

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ZALORA Overview

Our Purpose

We are innovative thinkers, passionate about making the most desirable fashion accessible to everyone in Asia. To achieve this, we aspire to become a trusted brand our customers love, a respected partner to the fashion world, and a leading employer in Asia.

Our Vision

ZALORA strives to be Asia's #1 Online Fashion Destination.

Introduction

This document has been created to provide you with an overview of how you can use Global Seller Center to manage inventory, process orders and the key differences between the current Seller Center and Global Seller Center. Additionally, this document touches briefly on the various fulfilment models under Zalora's Marketplace program: Dropshipping (Local and International), Fulfilment by Zalora (FbZ) and One-Stock Solution (1SS).

Seller Center vs Global Seller Center

Seller Center is a powerful marketplace solution which offers sellers easy integration into ZALORA's systems. It enables instant access to a full suite of tools to manage the entire business of a seller – Inventory Management, Order Management, Promotions, Financial Insights & Automated Payments, Reports & Dashboards and much more.

However sellers that sell in multiple markets are required to manage different Seller Centers instances which adds complexity to inventory management and order processing, and majority of sellers do not have the capabilities and resources to set up an API Integration to manage their inventory and process their orders easily.

Global Seller Center aims to improve the Seller experience by:

1. Inventory Management - Sellers can upload SKUs, update pricing and manage inventory across multiple countries from one interface. Additionally, sellers just need to manage multiple markets from one integrated stock pool via GSC.
2. Order Processing - Sellers will receive order notifications and process orders from one interface.
3. Enhanced Reporting - Sellers will have a consolidated view of sales reports.

Dropshipping vs Fulfilment by Zalora (FbZ)

Dropshipping is a fulfillment method in Zalora's Marketplace model where Zalora does not keep the products it sells in stock. Instead, when a customer places an order, Zalora would notify the seller about the incoming order and the seller would have to ship it directly to the customer through the appointed shipment provider from ZALORA's network of logistics partners.

Fulfillment by Zalora (FbZ) is an extension of the dropshipping model in Zalora's Marketplace model. The biggest difference between standard dropshipping and Fulfilment by Zalora is that Sellers are now able to store their stock in Zalora's Warehouse instead of their own, and the orders are then being fulfilled - picked, packed and dispatched - directly from Zalora's Warehouse.

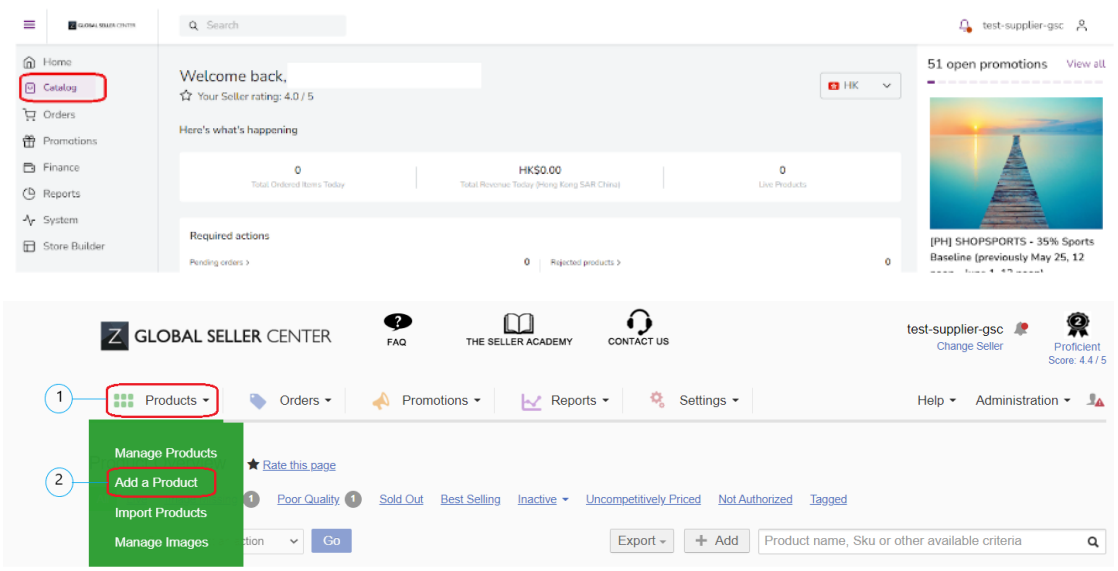
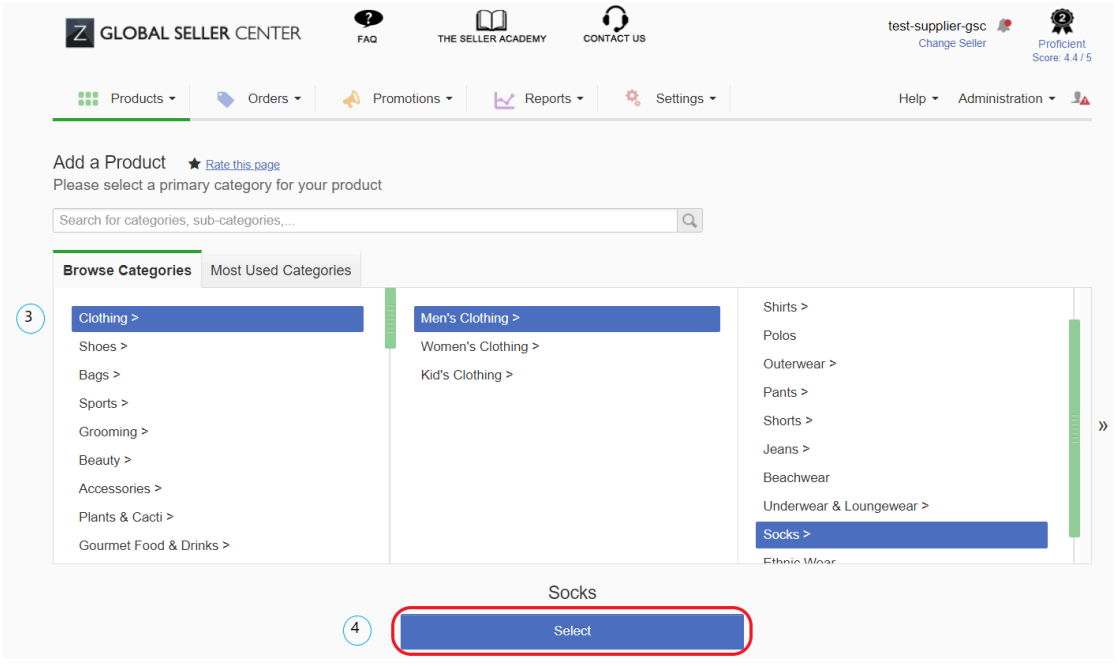
As a seller under the FbZ model, you are able to monitor stock levels of your products that are currently in Zalora's Warehouse through Global Seller Center. This assortment is used to fulfil the orders placed by

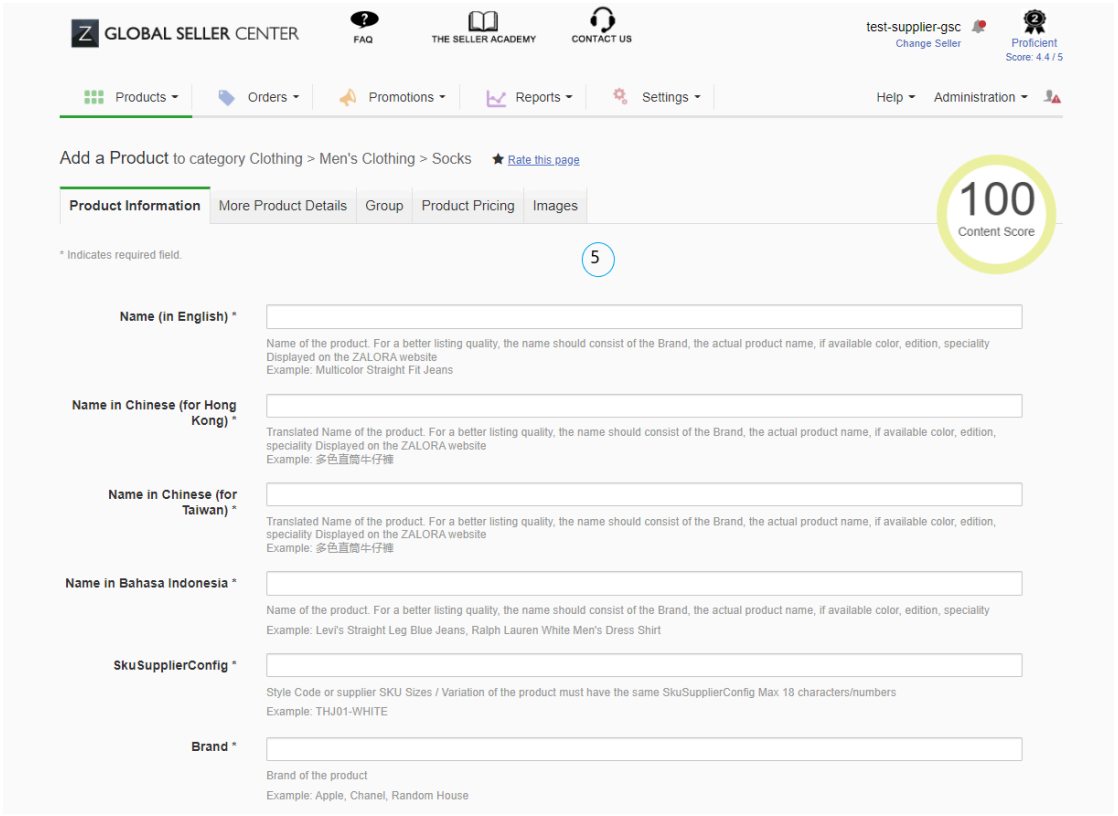
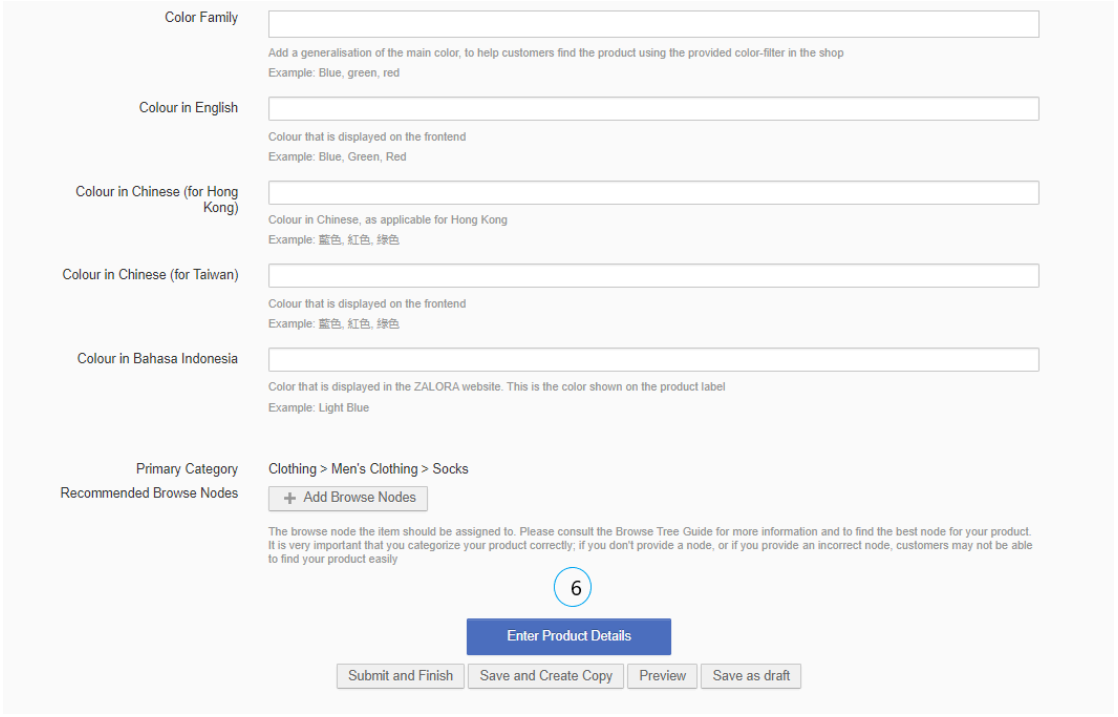
customers in Zalora. Additionally you are able to create requests to send products to the warehouse, as well as retrieving products back from Zalora's Warehouse.

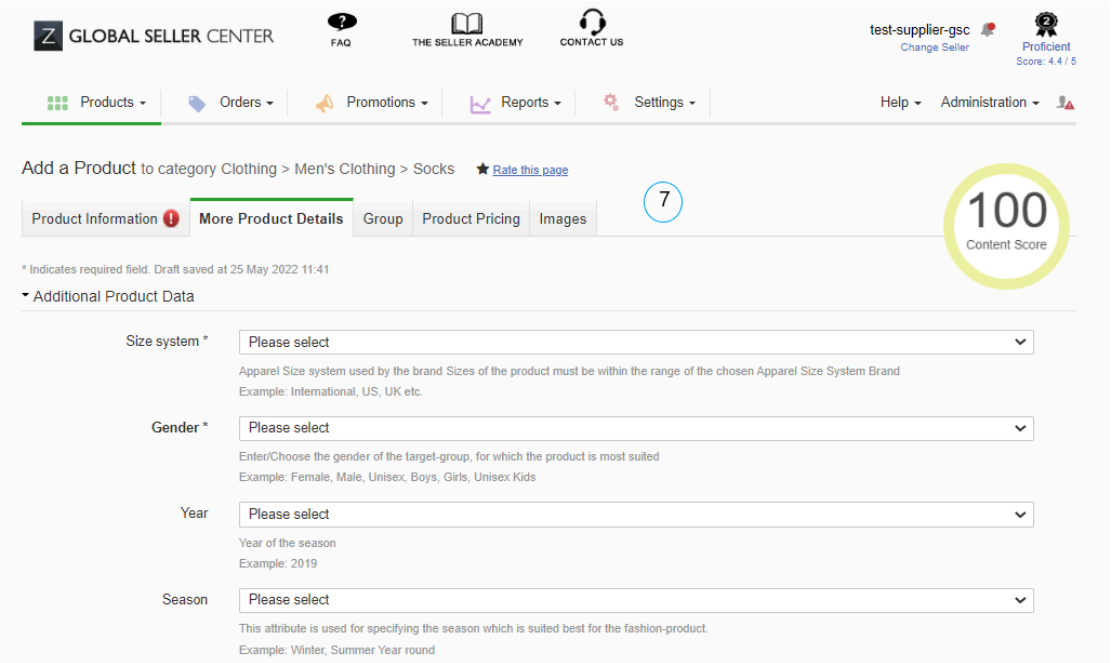
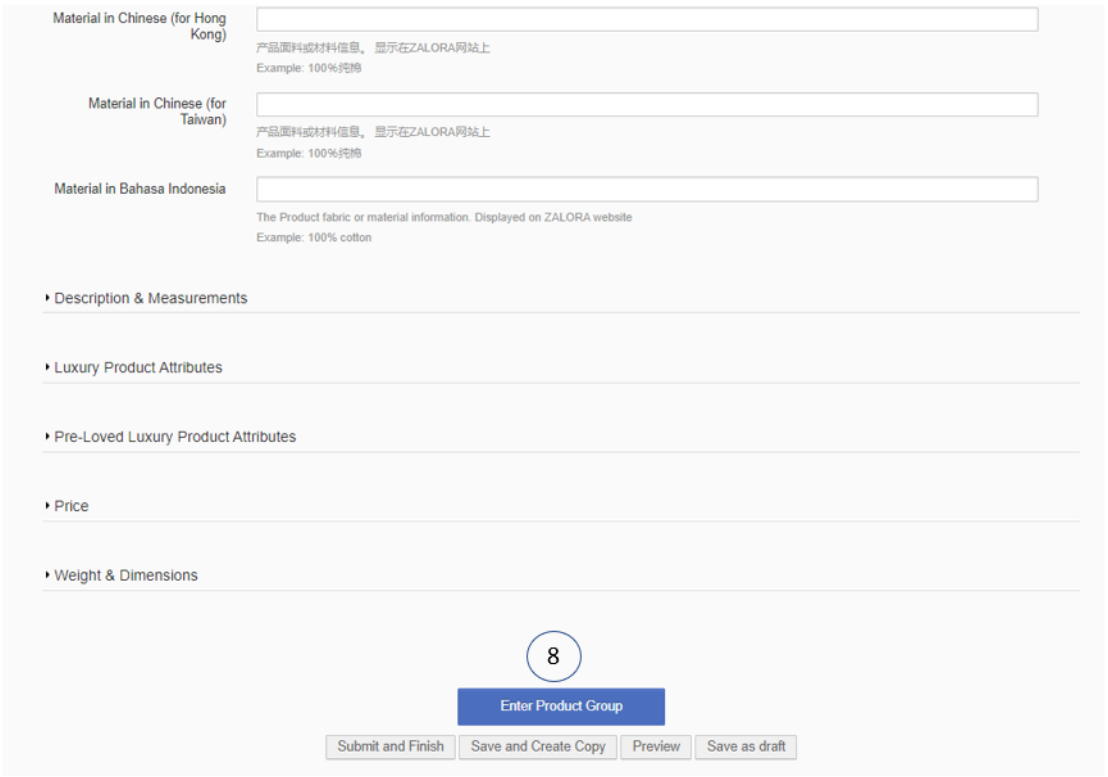
Product Management

Sellers have the ability to monitor their stockpool and list products in different markets via one interface in Global Seller Center. The various steps to create and manage your Fulfilment by Zalora inventory are listed below.
Note: Product Creation steps are solely for creating a new product and not for editing existing information or adding a new variation for that product. Sellers may directly search a particular SKU to edit or add a new variation to it.

i. Product Creation
Single Product Upload via GSC UI

Steps	Visual Guide
Login to GSC and click "Catalog" 1) Navigate to "Products" 2) Click "Add A Product"	
3) Select product Category Tree 4) Click "Select" to proceed with Product Creation	

5) Input Product information	
6) Click “Enter Product Details” when all values above are filled	

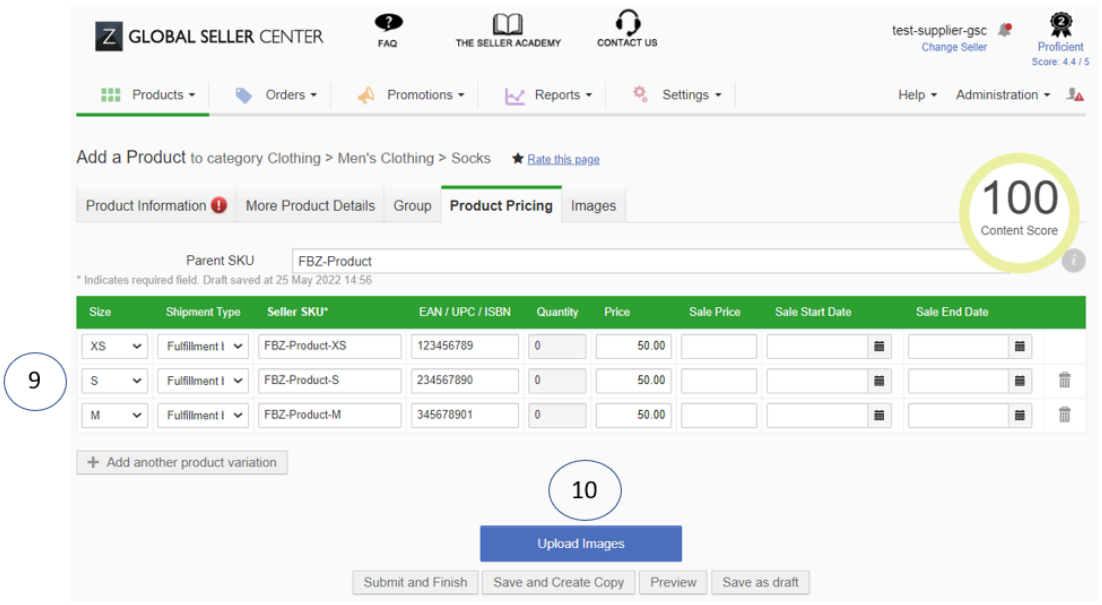
7) Input product details in this tab	
8) Click “Enter Product Variations when all fields are filled”	

9) **Indicate the Shipment Type = “Fulfilment by Zalora”.** Input “Seller SKU” and Prices in HKD under “Product Pricing” tab
10) Click “Upload Images” to proceed with image upload

Do note that if you are under the FbZ model, you are unable to update the quantity since the stock levels originate from Zalora’s Warehouse.

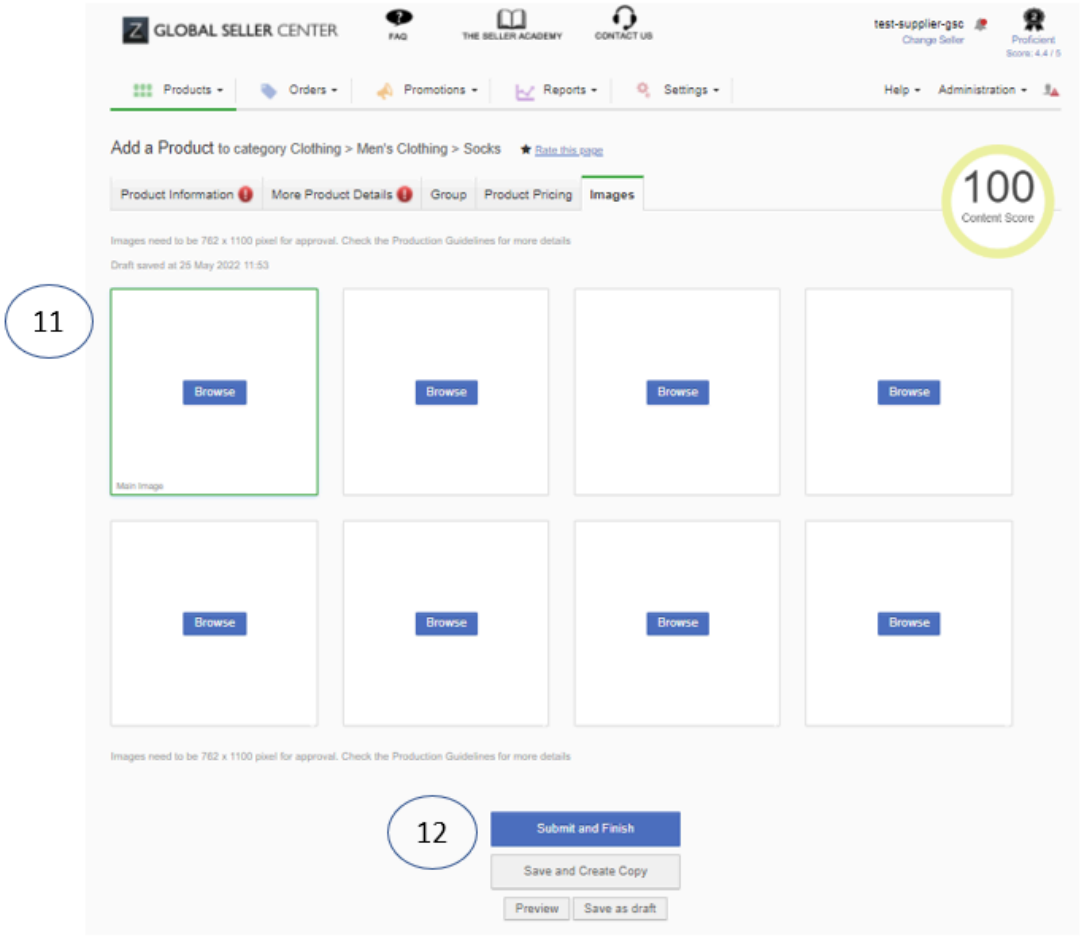
Please ensure that you use the same Seller SKU as in other platforms in order to ensure internal inventory tracking.

Please fill in EAN if available as this will speed up the inbound process and the go-live of your products.



***Indicate the Shipment Type = “Fulfilment by Zalora”.**
Please **DO NOT select “Dropshipping”** as this will cause the SKU to be wrongly tagged and requires lengthy migration from the back end.

Please refer to The Seller Academy > Product Management > Creating & Uploading Products for more detailed and specific guides regarding product creation.

11) Click browse to select images to upload. 12) Click “Submit and Finish” button to complete product creation Please leave this section blank if you have engaged in Zalora’s Production Services	

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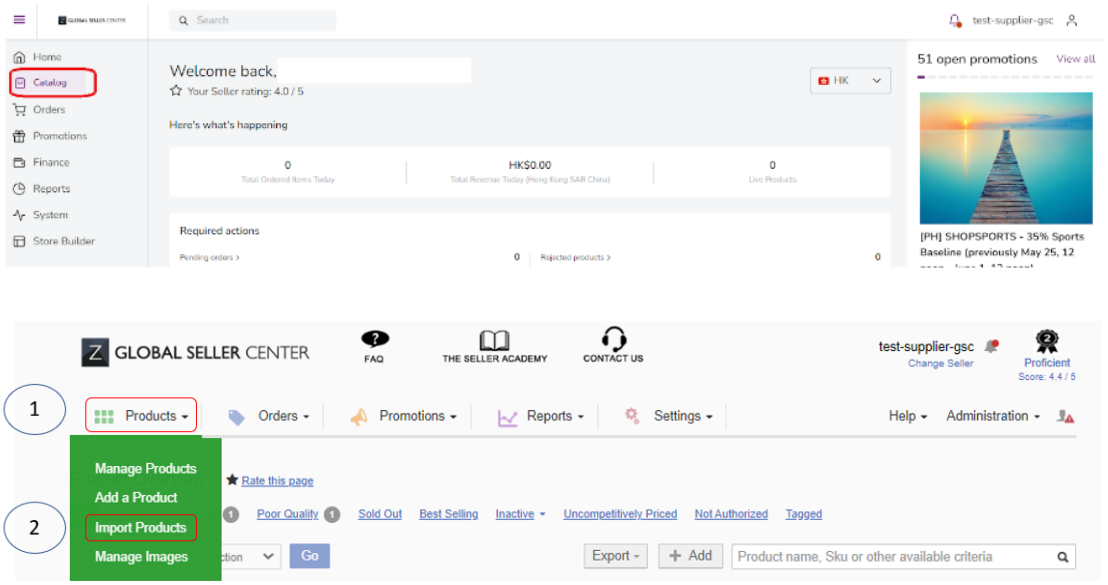
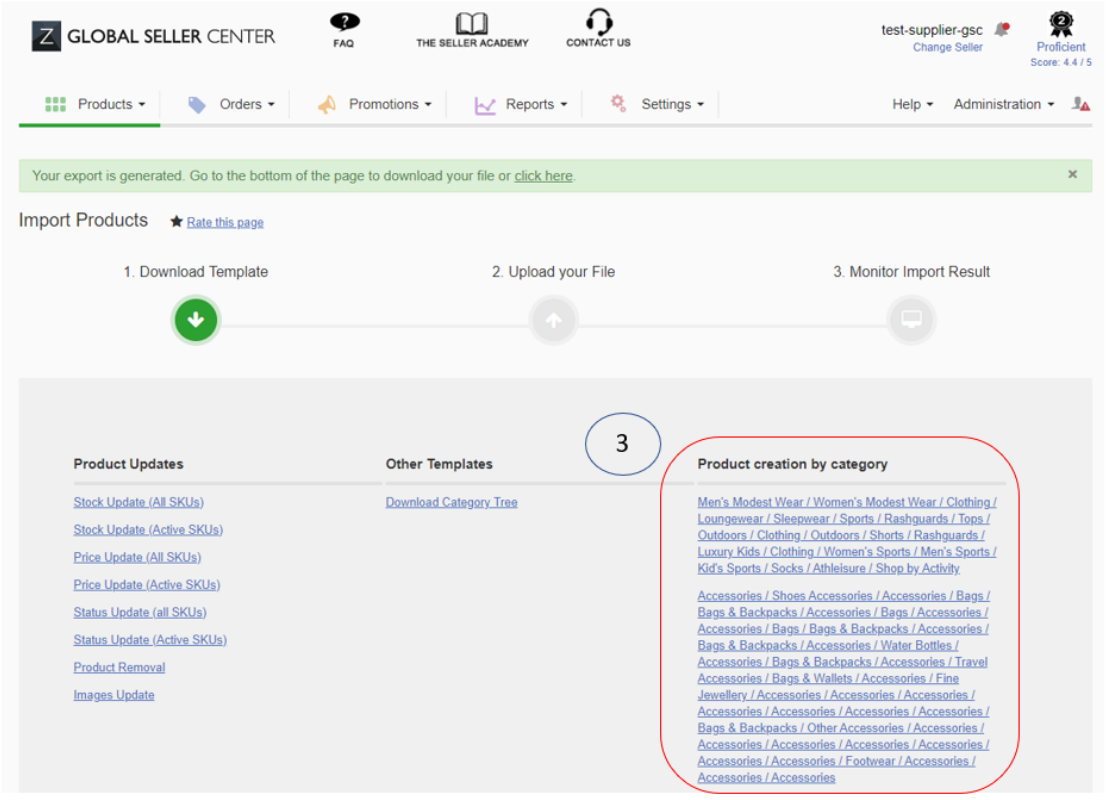
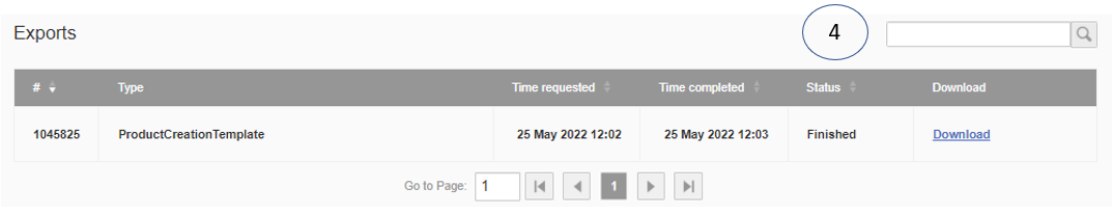
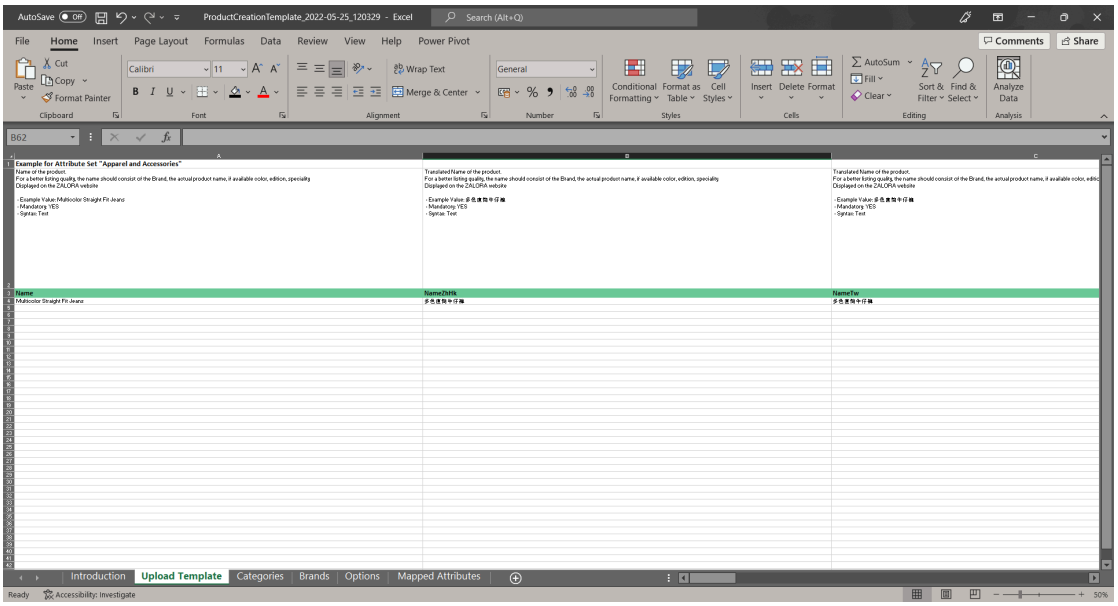
Mass Product Upload via Excel

Steps	Visual Guide
Login to GSC and click “Catalog” 1) Navigate to “Products” 2) Click “Import Products”	
3) Select the corresponding Product Creation Template	
4) Download the Product Creation Template	

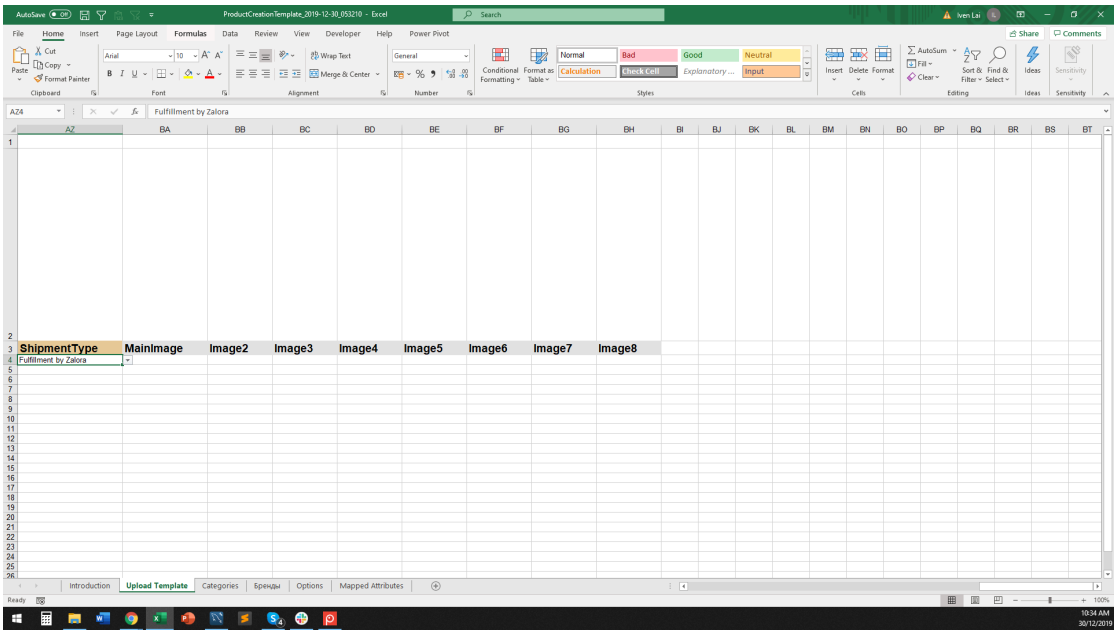
5) Open the Product Creation Template in Excel and fill up all the corresponding fields
6) Save product creation template once all fields are filled up

*Indicate the **ShipmentType = "Fulfilment by Zalora"** as you are creating a SKU to be stored in Zalora's Warehouse

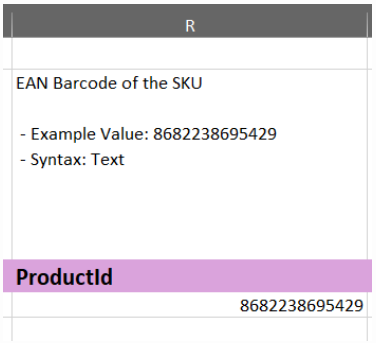
Please fill in EAN numbers as per what is on the physical items. This is to better track and expedite the inbounding process. (If available)

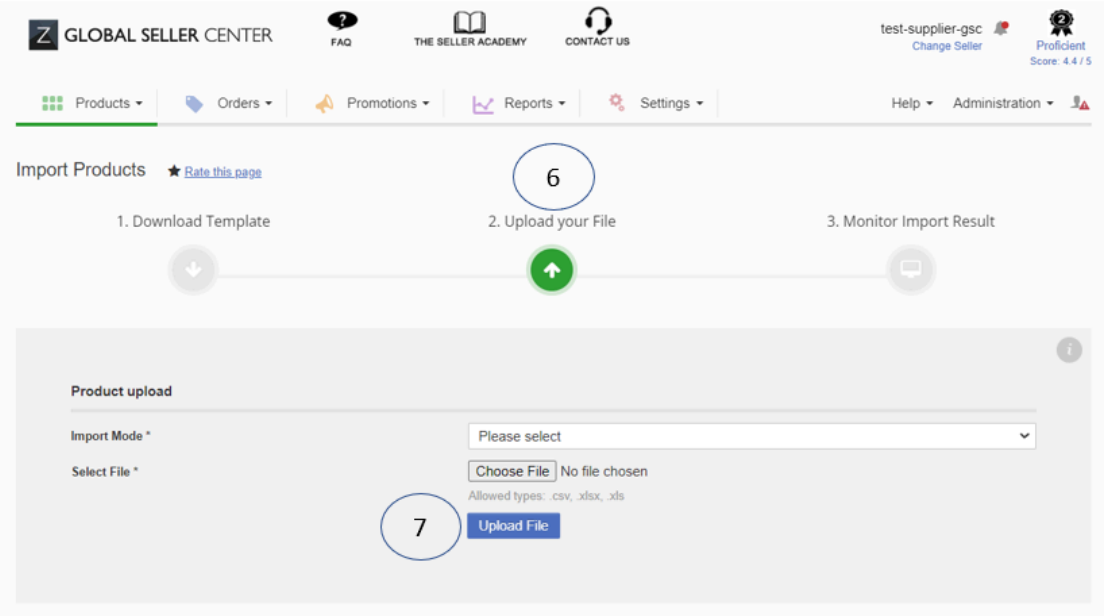
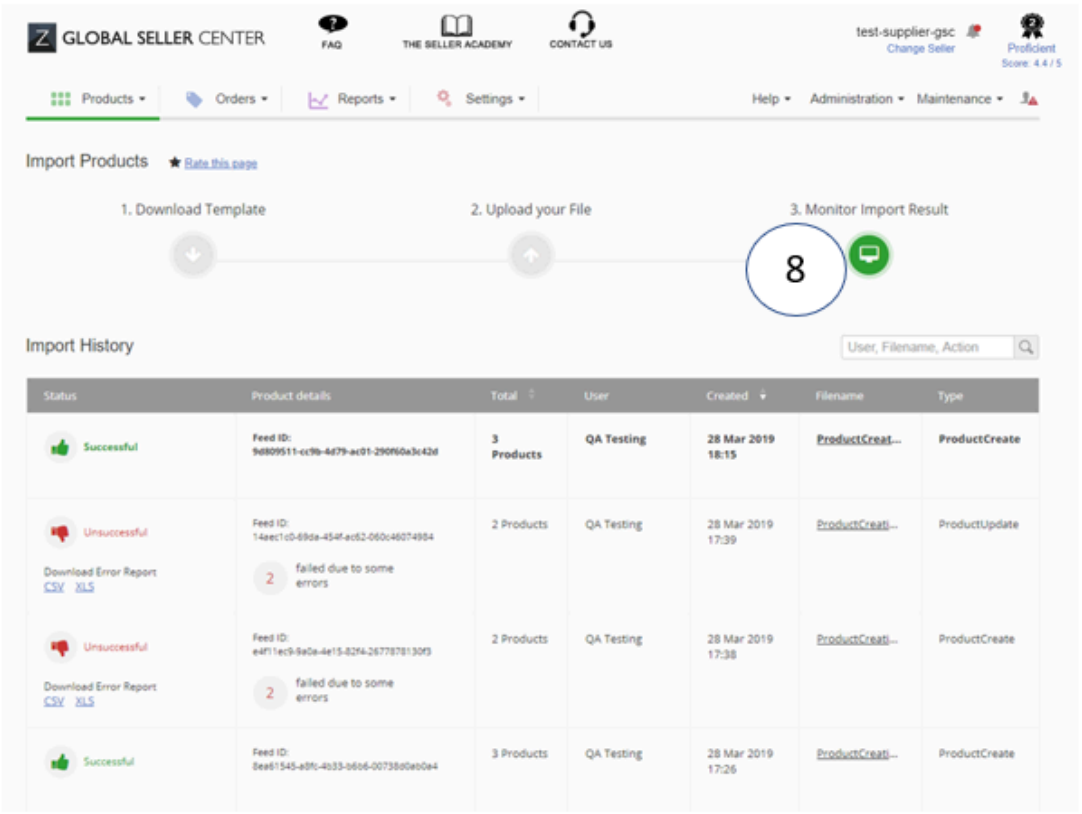


***Indicate the Shipment Type = "Fulfilment by Zalora".**
Please **DO NOT input "Dropshipping"** as this will cause the SKU to be wrongly tagged and requires lengthy migration from the back end to bring the SKUs live.



*Please fill in EAN if available as this will speed up the inbound process and the go-live of your products (if available).



7) Navigate to "Upload your File" to proceed with template upload. Select "Create new products" from Import Mode dropdown and click "Choose File" to select file stored in your computer 8) Click "Upload File" to proceed with file upload	
9) Click "Monitor Import Result" to view the progress of file upload and any corresponding error messages.	

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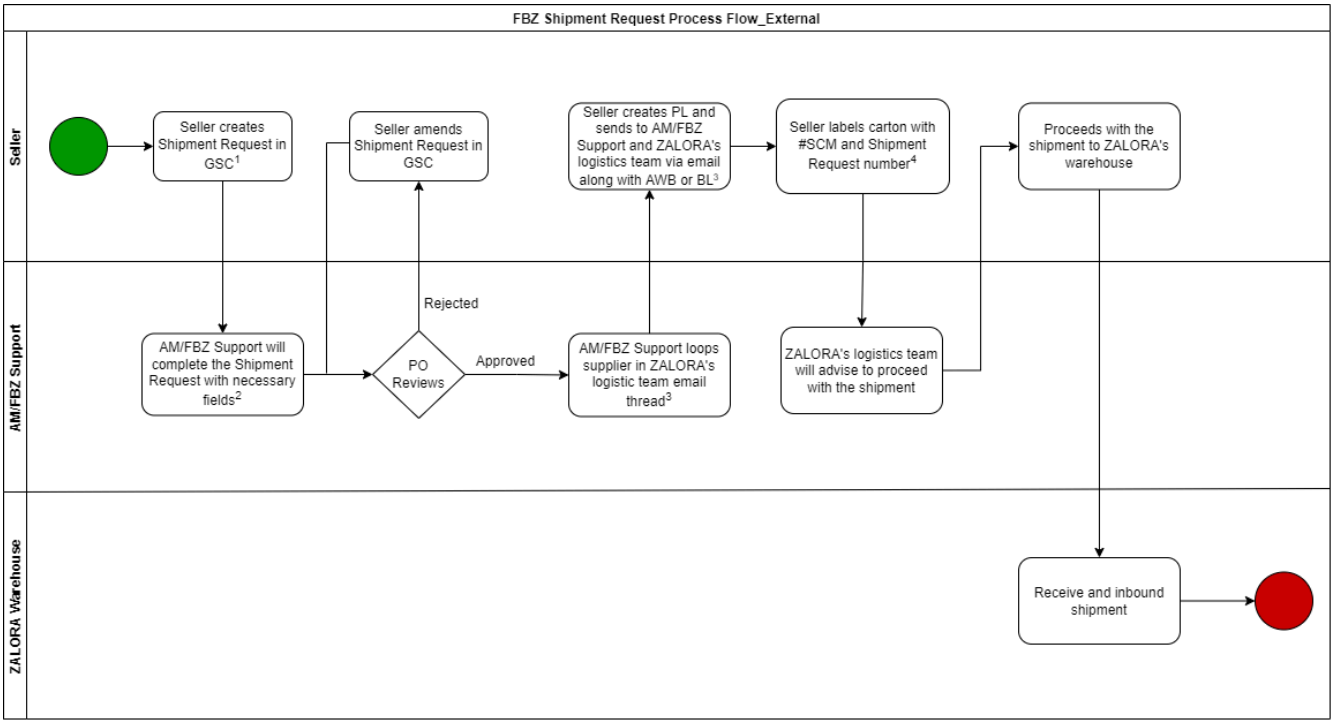
ii. Managing Inventory

The Fulfilment by Zalora (FbZ) overview can be found under Product > Fulfillment by Zalora. This menu item is only available when the feature is enabled for Sellers under the FbZ business model.

The stock levels for FbZ products are managed in Zalora's Warehouse. As a seller, you are not permitted to edit the stock levels directly in the Global Seller Center. Stock levels increase when you send a shipment request to Zalora's Warehouse and the shipment gets inbounded or when a customer returns a previously sold item. Stock levels decrease when a customer purchases an item or when a seller pulls out stock. To add stock you must raise a Shipment Request and to retrieve stock from Zalora, you must raise a "Return from Warehouse" request.

Raising a Shipment Request

Here's a simple flowchart that explains the process of raising a Shipment Request in GSC and the parties involved:



[1] Seller to inform AM/FBZ Support that a Shipment Request has been raised.

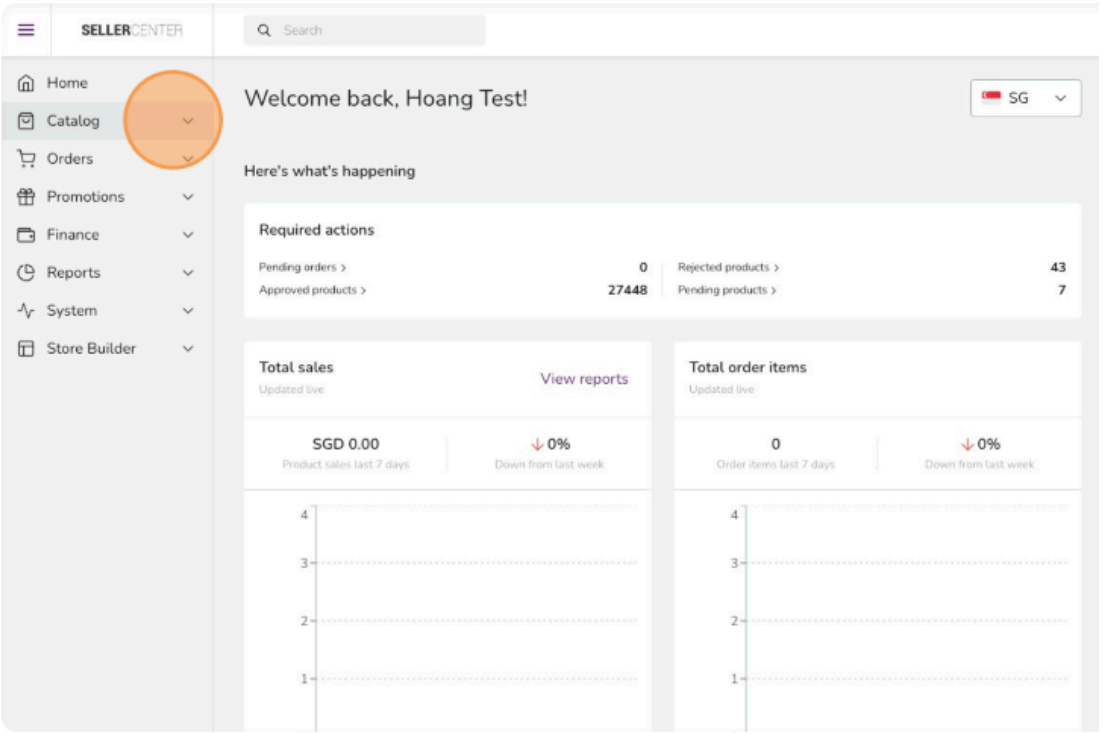
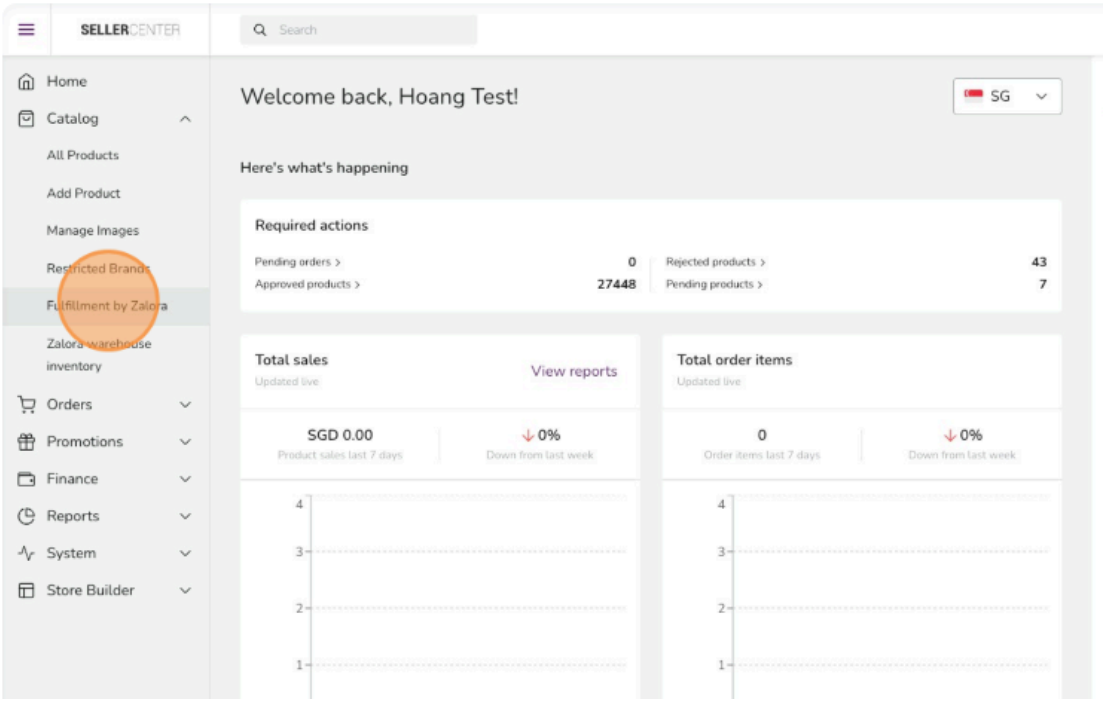
[2] Account manager /FBZ Support will complete the shipment request with SCM number (#SCM), which is necessary for identification of the shipment. This #SCM will have to be input in the shipment's airway bill/bill of lading - refer to Logistics Guidelines section of this Manuals for further details.

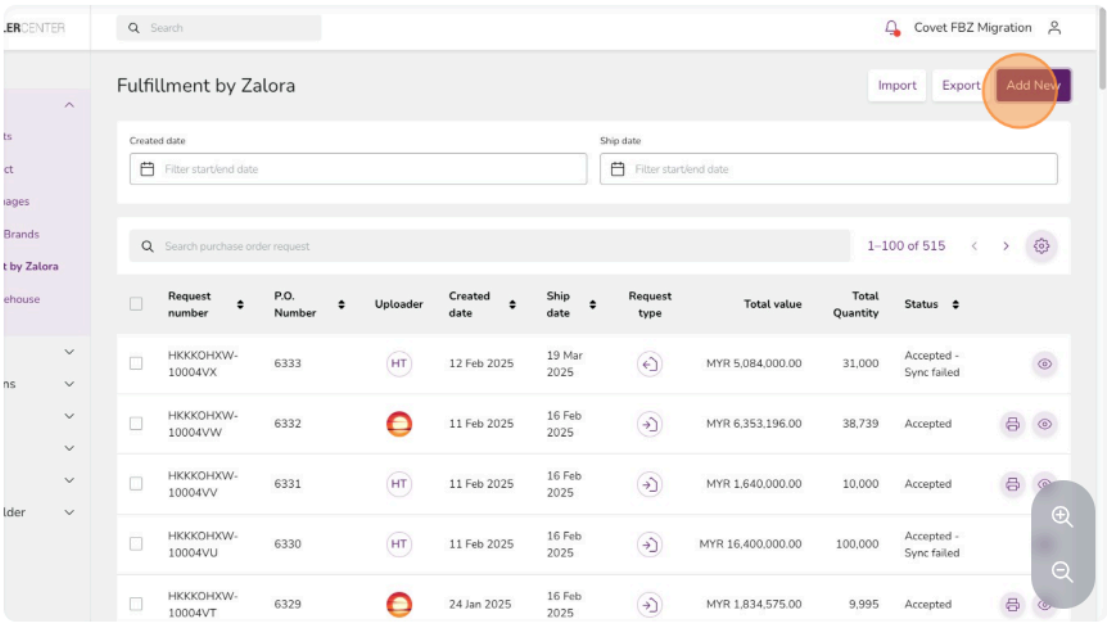
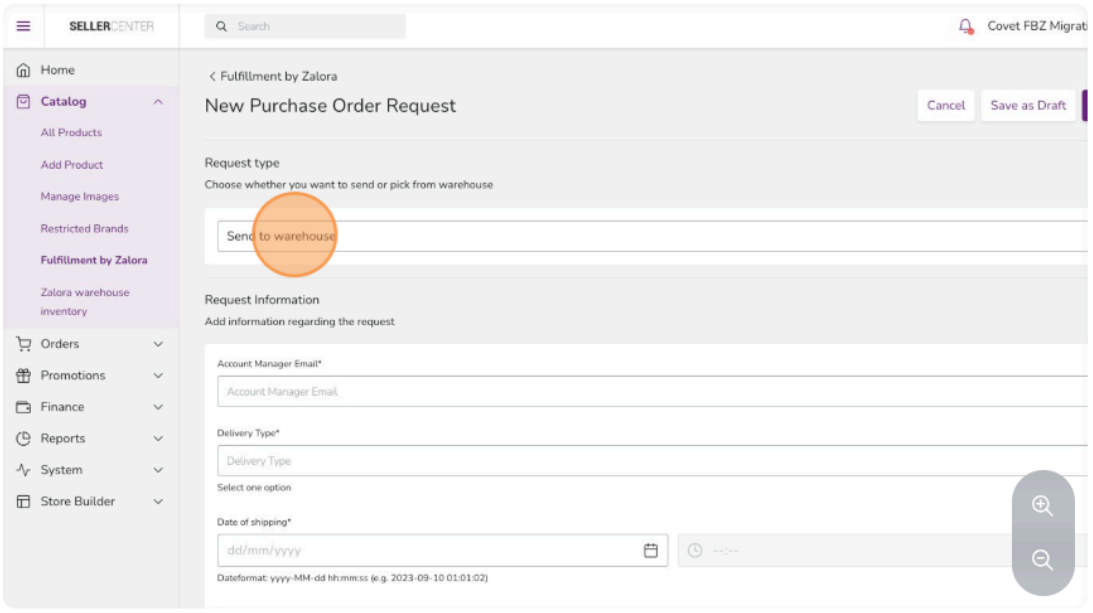
[3] Account manager /FBZ Support will loop Seller in an email thread with ZALORA's logistics team. Sellers will have to send the Packing List, Commercial Invoice, and Airway Bill/Bill of Lading through this email - refer to Logistics Guidelines section of this Manuals for further details.

[4] Seller is required to print the #SCM, Shipment Request number and Brand name (ensure it is legible) on a white piece of paper and stick it on the cartons - refer to Packing and Labelling section of this Manuals for further details.

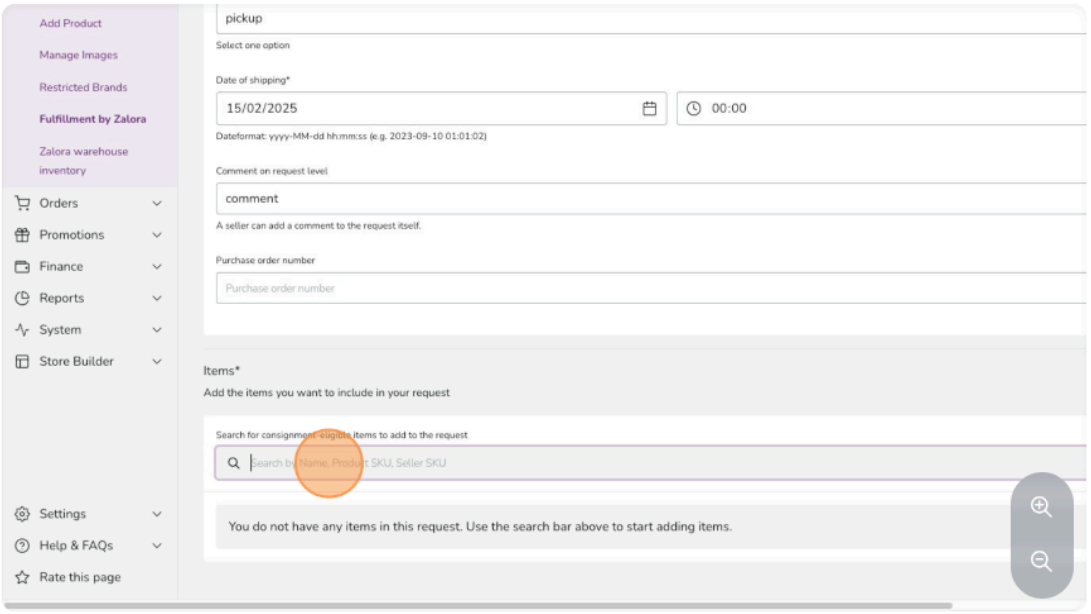
The table below is a visual guide on how to raise a Shipment Request in Global Seller Center.

Visual Guide - Single Shipment Request (Send to Warehouse) via GSC UI

Steps	Visual Guide
1) Navigate to sidebar menu 2) Click "**Catalog**"	
3) Click on "**Fulfillment by Zalora**".	

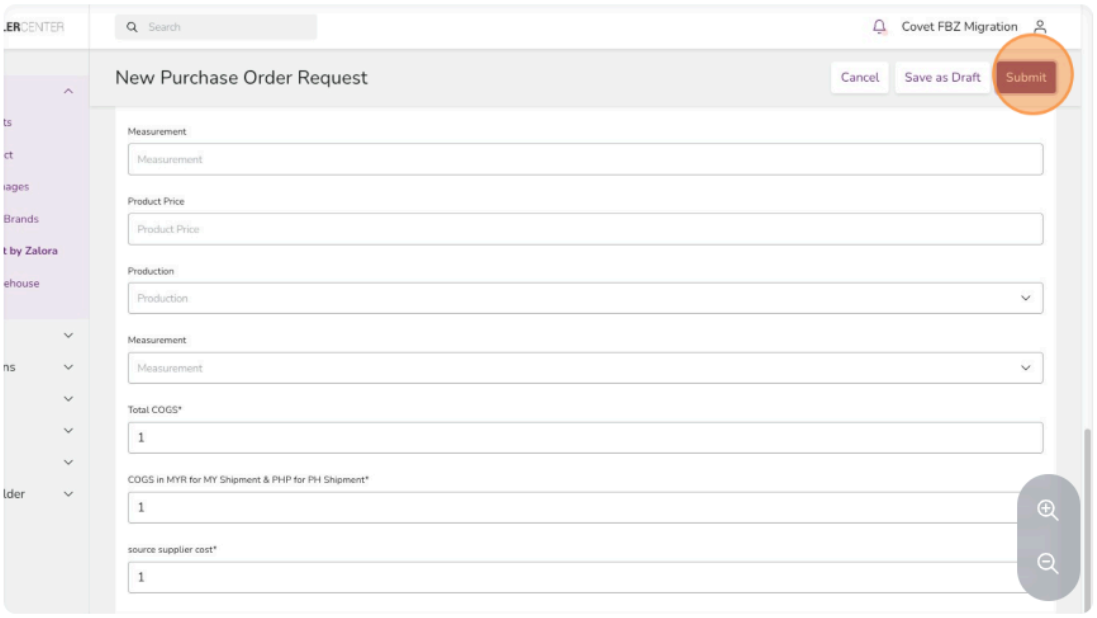
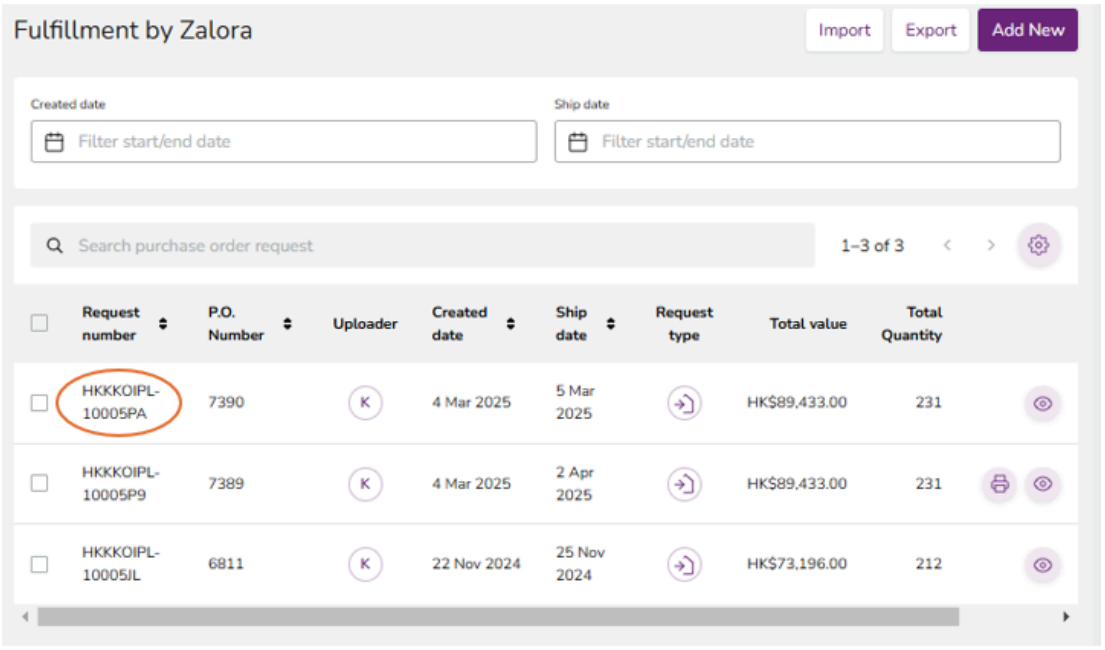
4) Click on **“Add New”**	
5) On the request type field, select “**Send to Warehouse**”	
6) Fill in all the required details	**<u>Request Information</u>** **Delivery Type**: Send **Date of shipping**:The shipping date will define at which estimated date the items to arrive at the ZALORA warehouse. **Comments**: Optional, can leave it as blank if you don’t have any comments to put.

Items

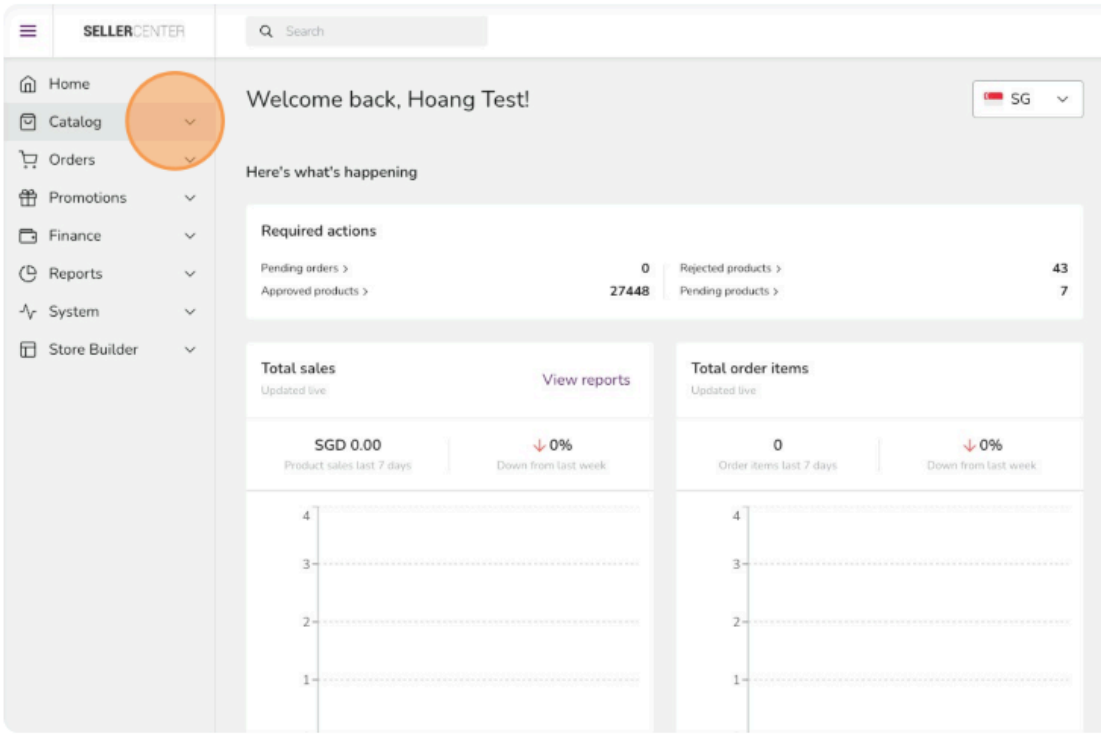
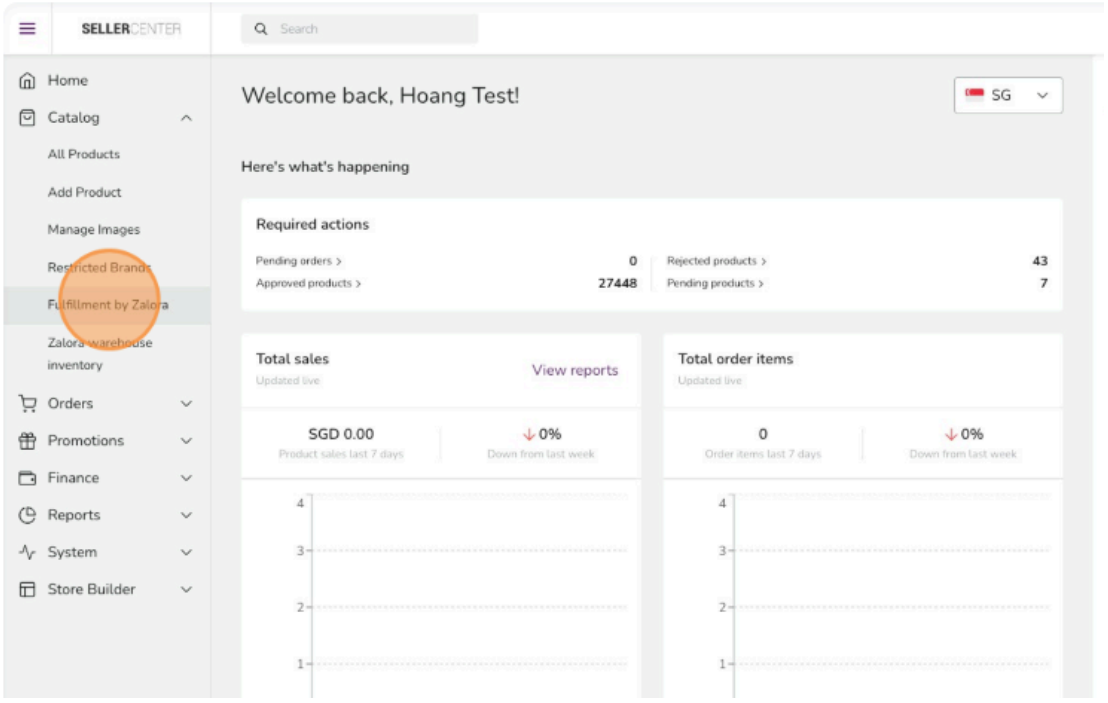


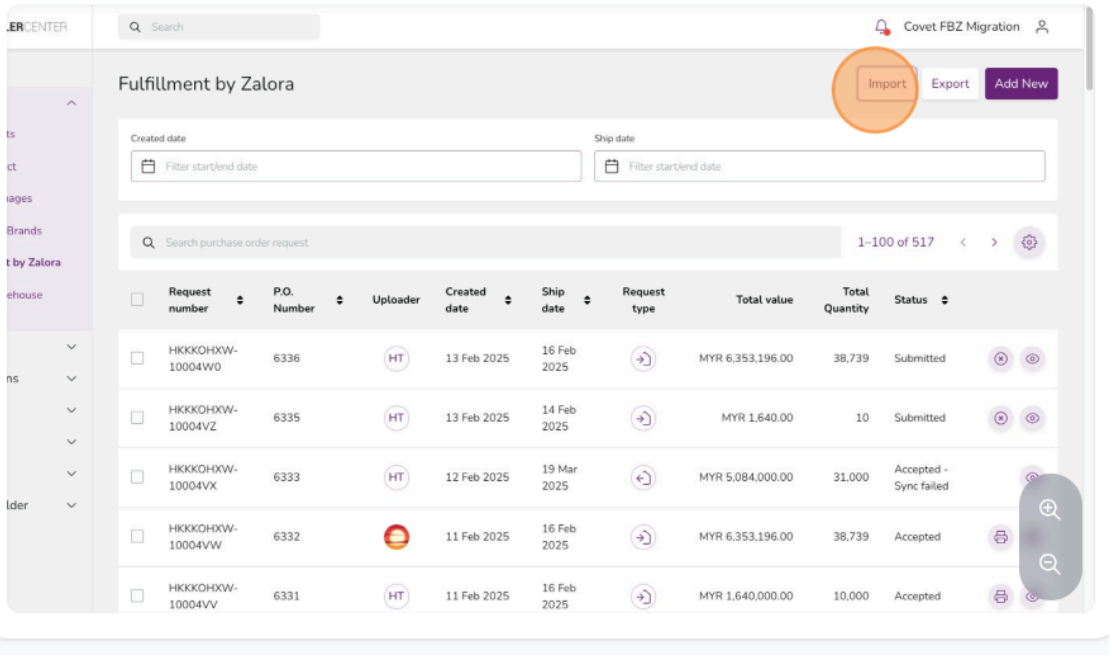
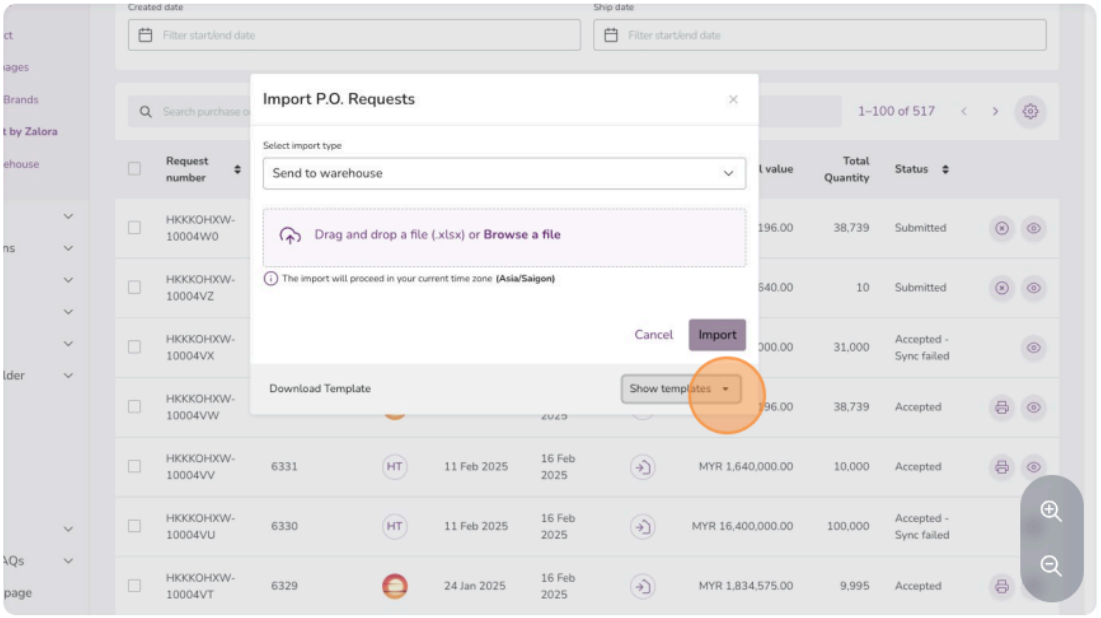
SKU: Click the "Search by Name, Product SKU, Seller SKU" field. and search for the product.
Quantity: Amount of items which should be sent to the warehouse.
Production: Select MY if ZPS services is needed, otherwise select NONE.
Measurement: Select MY if ZPS services is needed, otherwise select NONE.
Source_Supplier_Cost: This value should be the equivalent to the cost value in your commercial invoice and in the same currency (e.g. if Commercial Invoice is in Hong Kong Dollars, the value should be in HKD). **Value should be 50% of your Unit Price/RRP***
Source_Supplier_Currency: This value should match the currency of your Commercial Invoice (e.g. if Commercial Invoice is in Hong Kong Dollars, write HKD).
COGS: This value must be the equivalent to your Source_Supplier_Cost in MYR. This value will be used for customs declarations in Malaysia when a sale is made and should be input in MYR ONLY. Sellers are advised to use the OANDA Exchange rate for any conversion for standardization.
Total COGS: Multiply the *COGS* value by the quantity requested for each SKU.

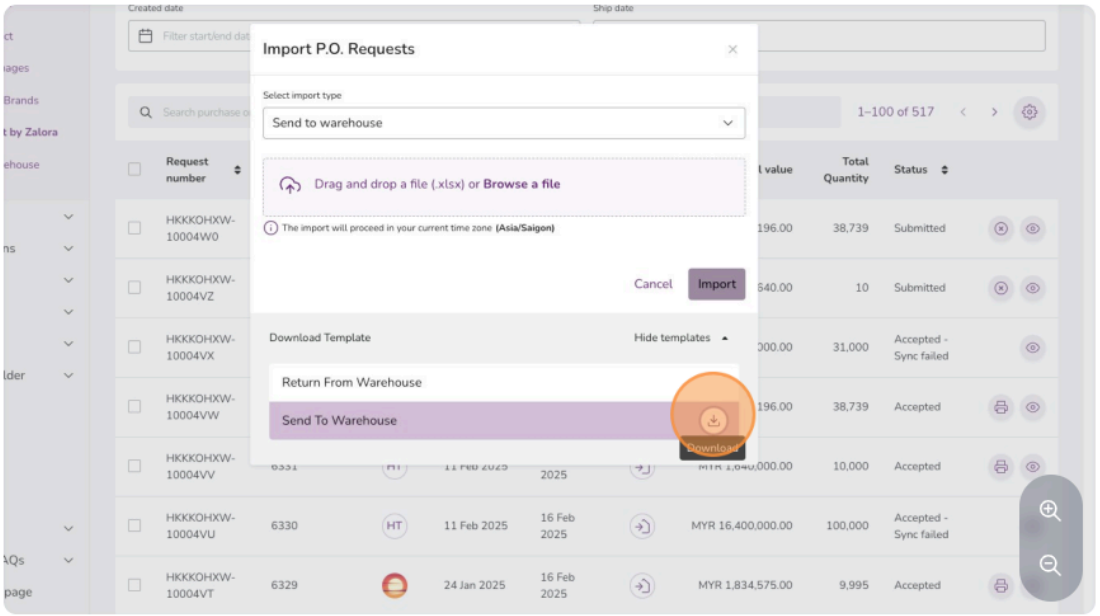
***COGS Global Value:**
*COGS for all Sellers should be **50% of Unit Price/RRP.** Unless agreed otherwise with your account manager, the following formula should apply = 50%*RRP*
E.g.: 100 MYR * 50% = 50 MYR

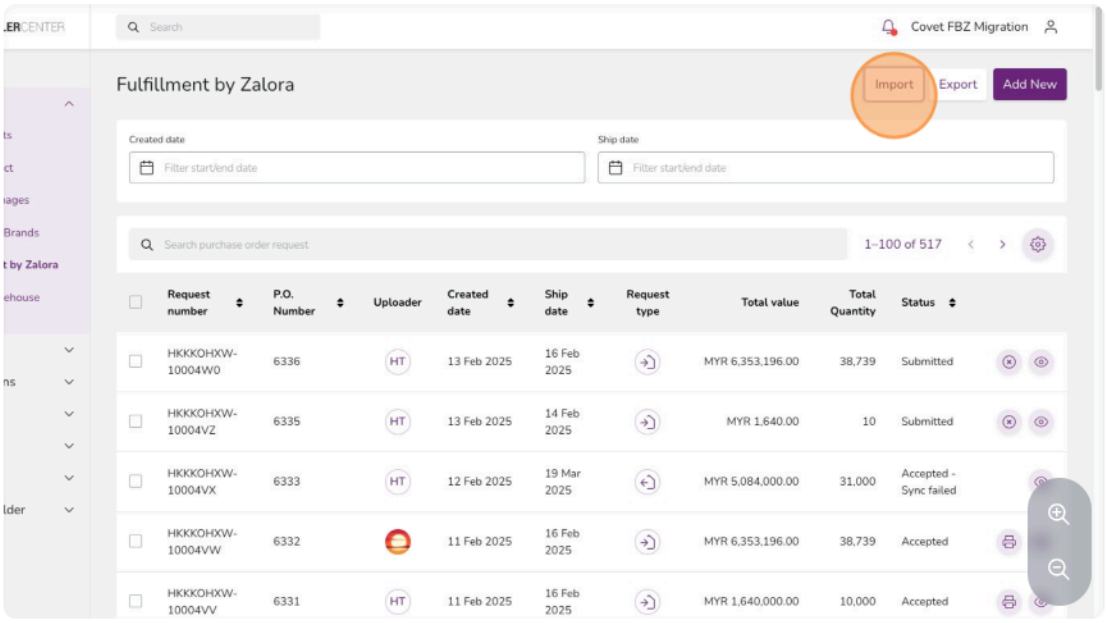
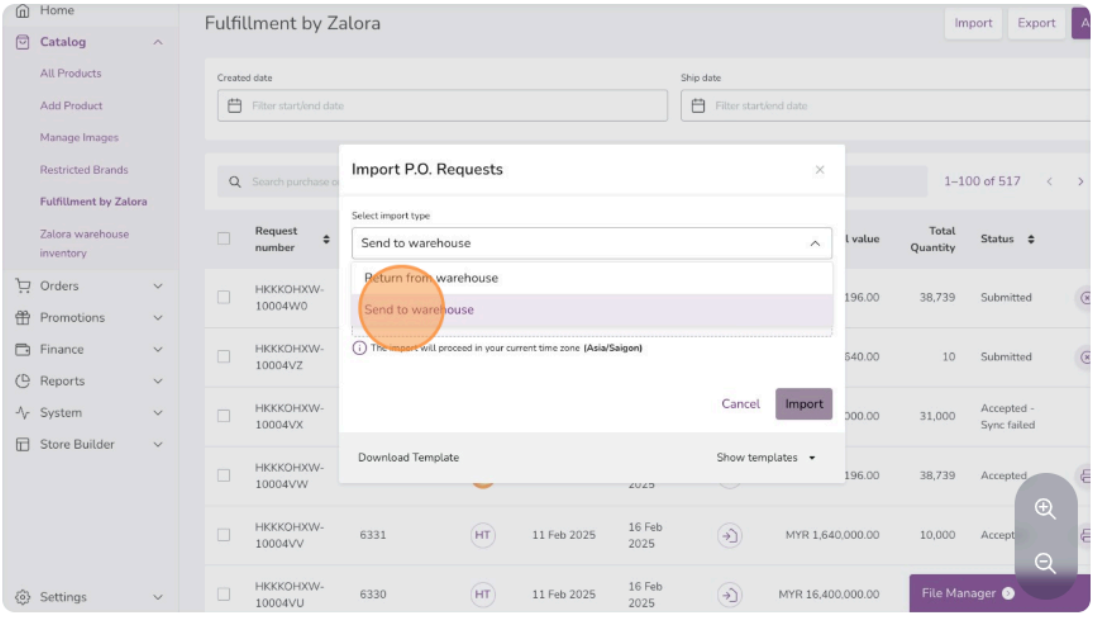
7) Once you are done, click "**Submit**" to confirm creation of Shipment Request Users have the option to save the request as draft and continue at another time	
8) Once your Shipment Request is created, it will appear in your list of Shipment Request and pending for approval from the Account Manager.	

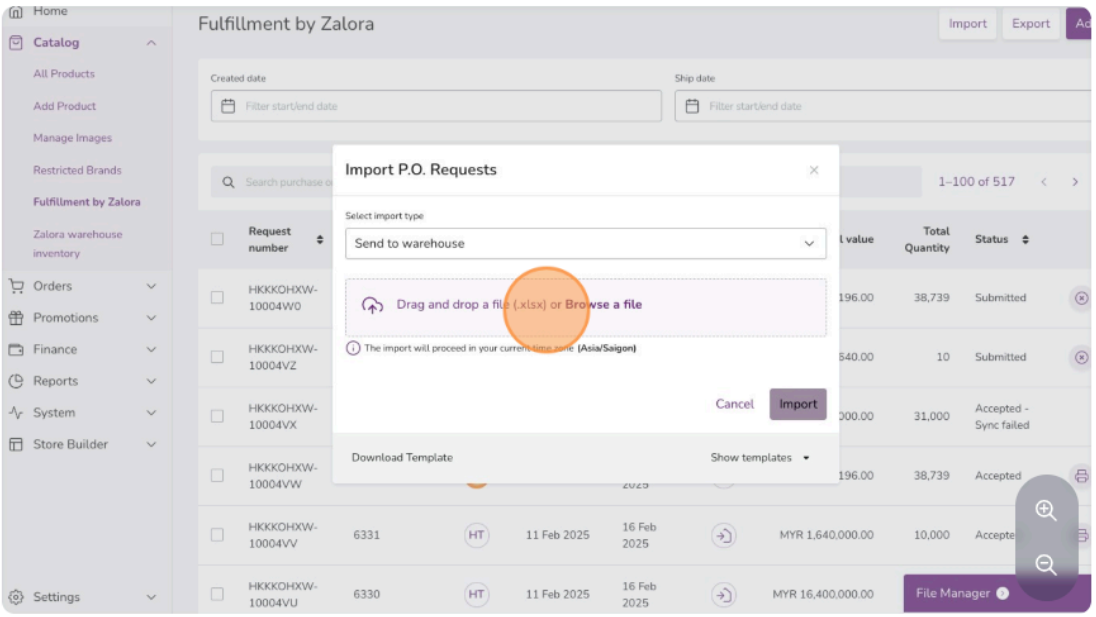
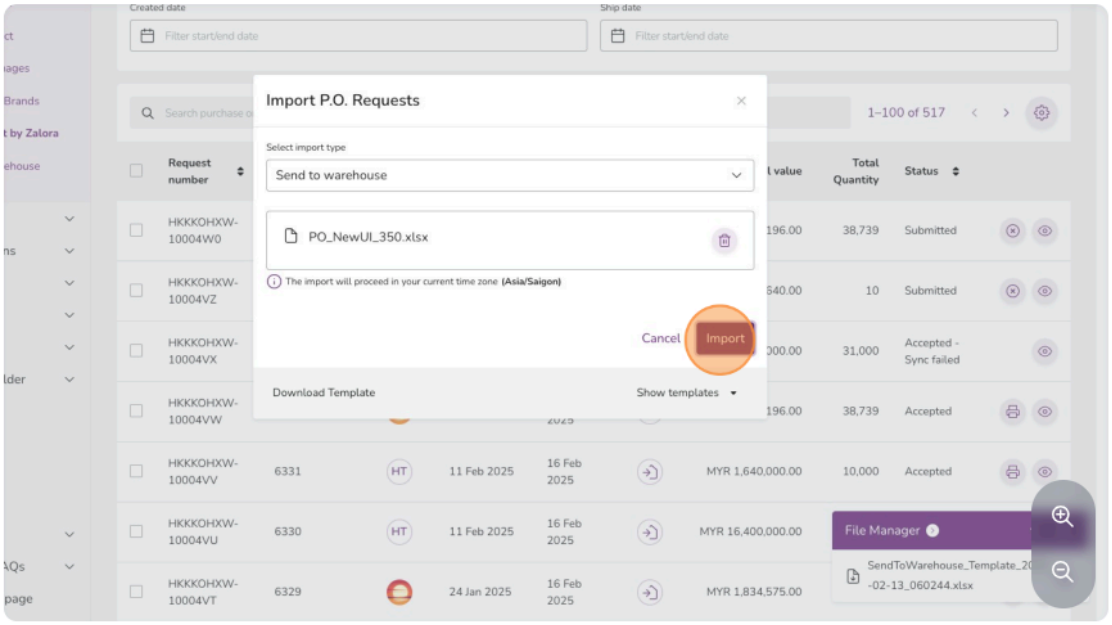
Visual Guide - Mass Shipment Request (Send to Warehouse) via Excel Upload

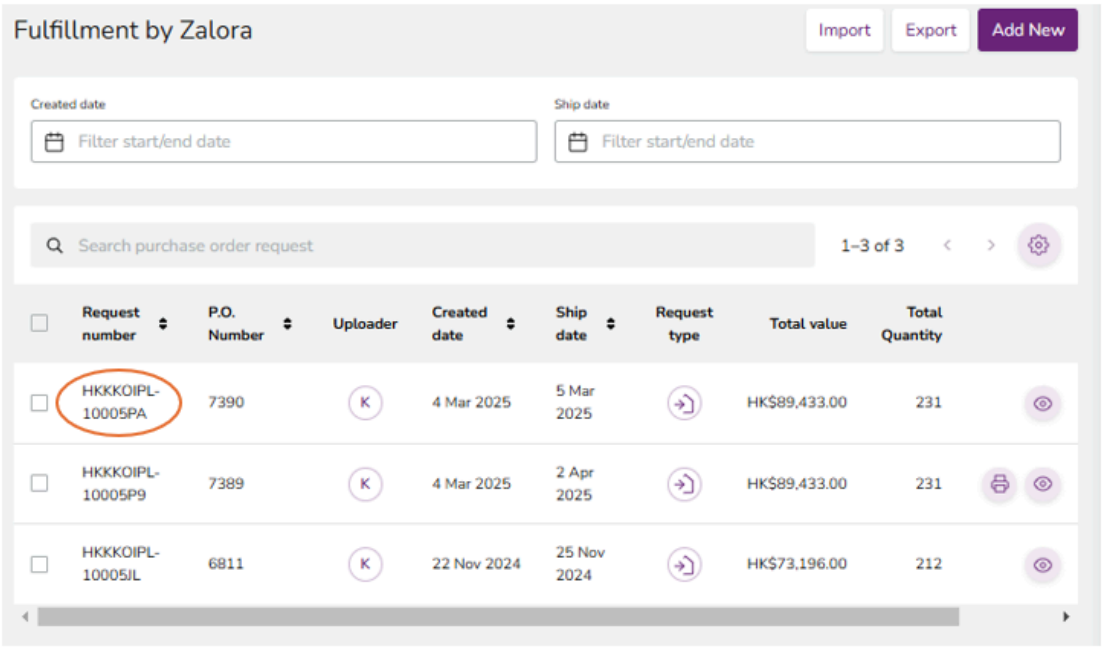
Steps	Visual Guide
1) Navigate to sidebar menu 2) Click "**Catalog**"	
3) Click on "**Fulfillment by Zalora**".	

4) Click on "**Import**"	
5) Click on "**Show templates**".	

6) Download the '**Send to Warehouse**' template	
7) Open the template and fill up the necessary fields. Once done, save the file and return to Global Seller Center for upload **Make sure all data is input as *values* and not formulas!**	<u>Necessary columns for the import:</u> **Delivery Type**: Send **Shipping Date**: The shipping date will define at which estimated date the items to arrive at the ZALORA warehouse. *Dateformat: yyyy-mm-dd hh:mm:ss (e.g. 2017-06-25 12:00:00)* **Comment**: Optional, can leave it as blank if you don't have any comments to put. **RequestedQuantity**: Amount of items which should be sent to the warehouse. **Production:** Select MY if ZPS services is needed, otherwise select NONE. **Measurement:** Select MY if ZPS services is needed, otherwise select NONE. **Source_Supplier_Cost:** This value should be the equivalent to the cost value in your commercial invoice and in the same currency (e.g. if Commercial Invoice is in Hong Kong Dollars, the value should be in HKD). **Value should be 50% of your Unit Price/RRP*** **Source_Supplier_Currency:** This value should match the currency of your Commercial Invoice (e.g. if Commercial Invoice is in Hong Kong Dollars, write HKD) **COGS: This value must be the equivalent to your Source_Supplier_Cost in MYR.** This value will be used for customs declarations in Malaysia when a sale is made and should be input in MYR ONLY. Sellers are advised to use the OANDA Exchange rate for any conversion for standardization **Total COGS:** Multiply the *COGS* value by the quantity requested for each SKU. ***<u>COGS Global Value:</u>*** *COGS for all Sellers should be **50% of Unit Price/RRP.** Unless agreed otherwise with your account manager, the following formula should apply = 50%*RRP* E.g.: 100 MYR * 50% = 50 MYR

8) Click “**Import**”	
9) Select import type "**Send to warehouse**"	

10) Drag/browse updated “**Send to Warehouse**” file	
11) Click “**Import**”	

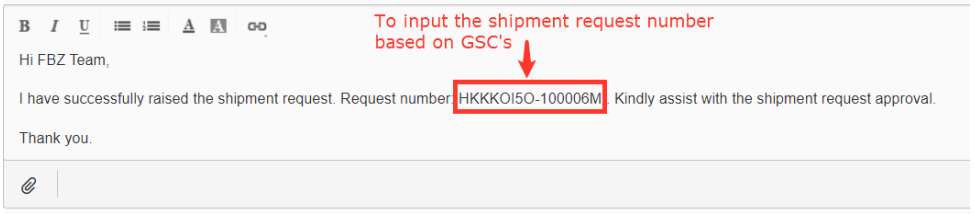
12) Once the excel file is successfully uploaded, your request will appear in the list under “Send to Warehouse” overview pending AM approval	

FOR SELLERS WITHOUT AN ACCOUNT MANAGER, PROCEED TO THE STEPS BELOW:

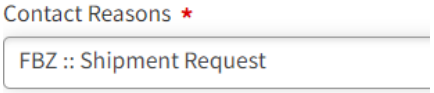
Once the shipment request has been raised, kindly proceed to request for the approval via Seller Center Contact Us form. Please follow the steps below:

1. Go to Seller Center > Click "Contact

2. Fill in the Description details with requesting for shipment request approval. Kindly Ensure to mention the newly raised shipment request number. The team will help with the approval. Example description as follows:



3. Select Contact Reasons as "FBZ :: Shipment Request"



4. Fill in the other mandatory details and submit the form.

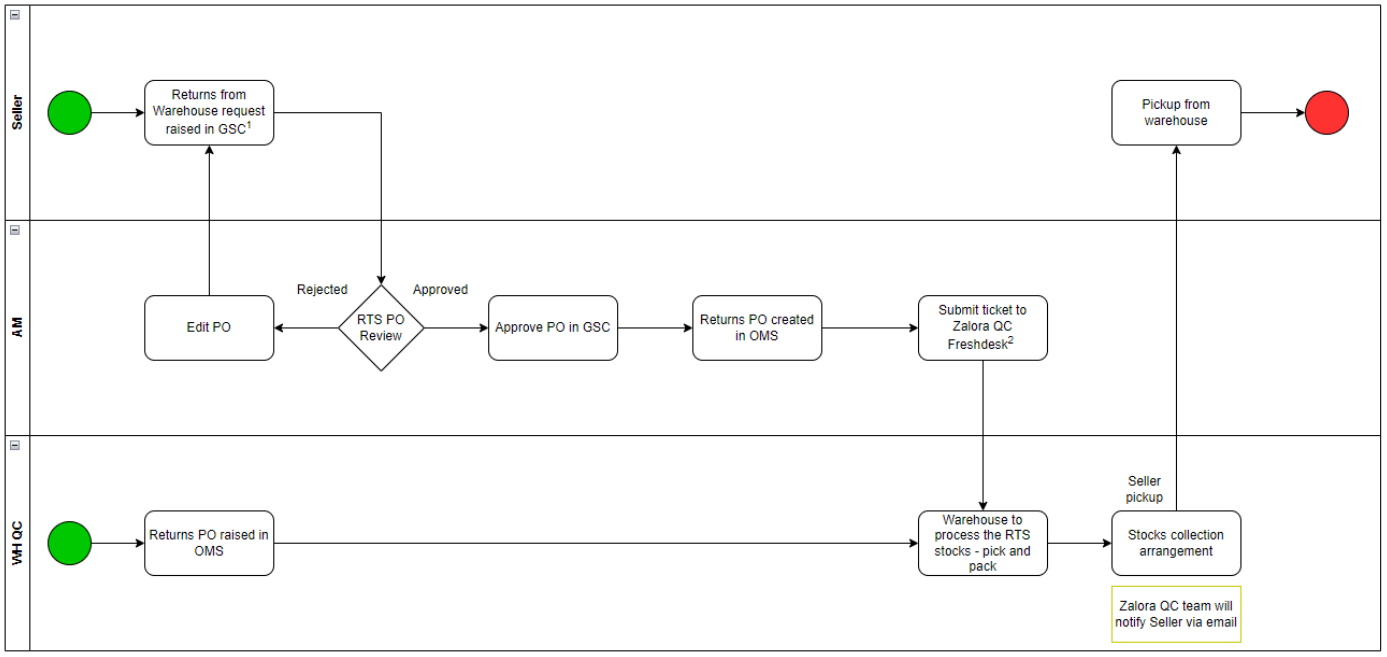
The table below list all the possible status of a shipment request and its corresponding definition

Status	Explanation
Draft	All requests, which were started by the Seller. These requests are not yet submitted and Seller is still able to edit the request.
Submitted	All requests, which are made by the Seller and are currently waiting for approval by the Venture. The venture checks if the proposed items are eligible to be sent to the warehouse.

Approval Needed	All requests, where the venture changed the request during quality control. See below for further information.
Accepted	Request was accepted by the Venture and the items can be sent to the warehouse / get picked up by the Venture.
Received - Partially Received	Some items, which were send based on the made request, were received in the warehouse.
Received - Received	All items, which were send based on the made request were received in the warehouse.
Cancelled – by Seller	Cancellation triggered by the seller.
Cancelled – by Warehouse	Cancellation triggered by the venture
Accepted - Syncing	Request was accepted and in progress to be synced to Zalora.
Accepted - Sync Failed	Request failed, please reach out to your respective AMs or fbz-support@zalora.com for further investigations.

Raising a Return from Warehouse Request

Here's a simple flowchart that explains the process of raising a Returns from Warehouse and the parties involved.



1. *Return from Warehouse Request created by the seller as and when required (e.g. To replenish their retail shops, product recall, etc.)*
2. *Zalora QC Freshdesk - https://zaloraqc.freshdesk.com/support/home*

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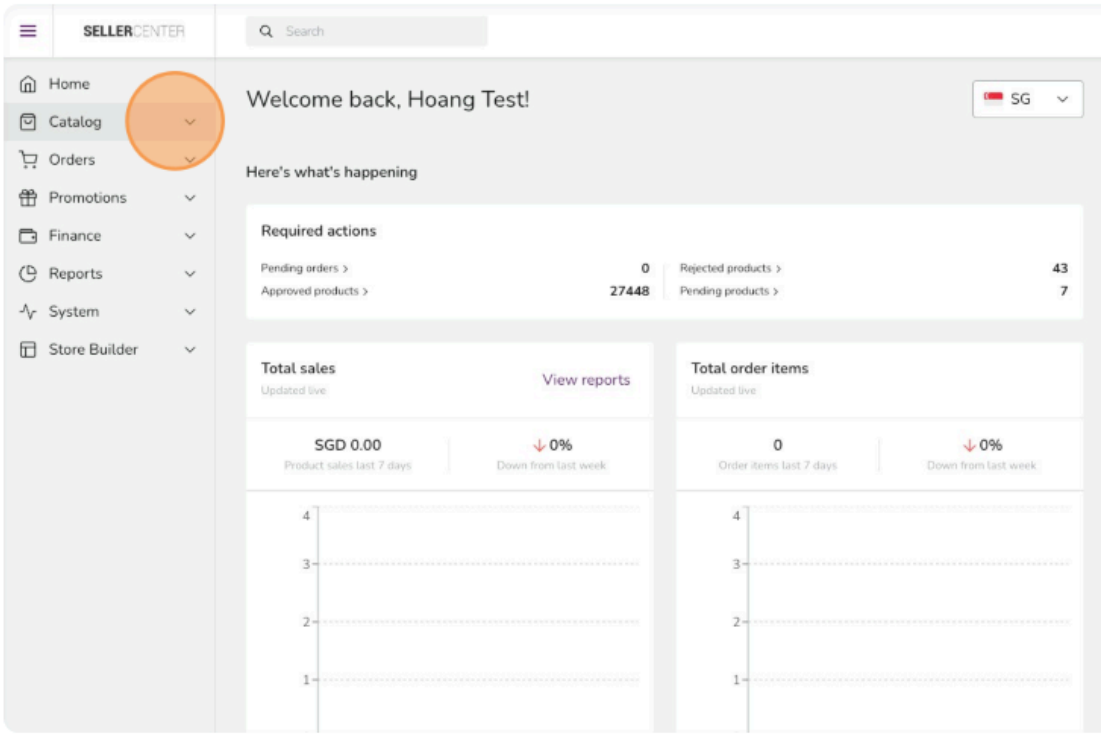
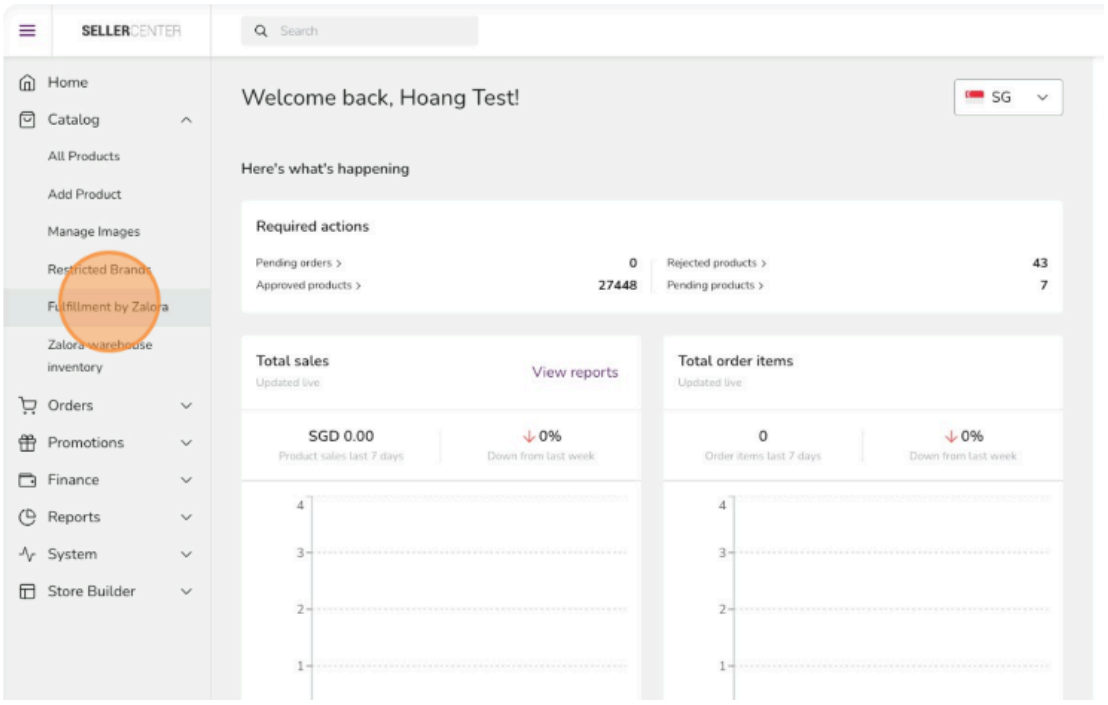
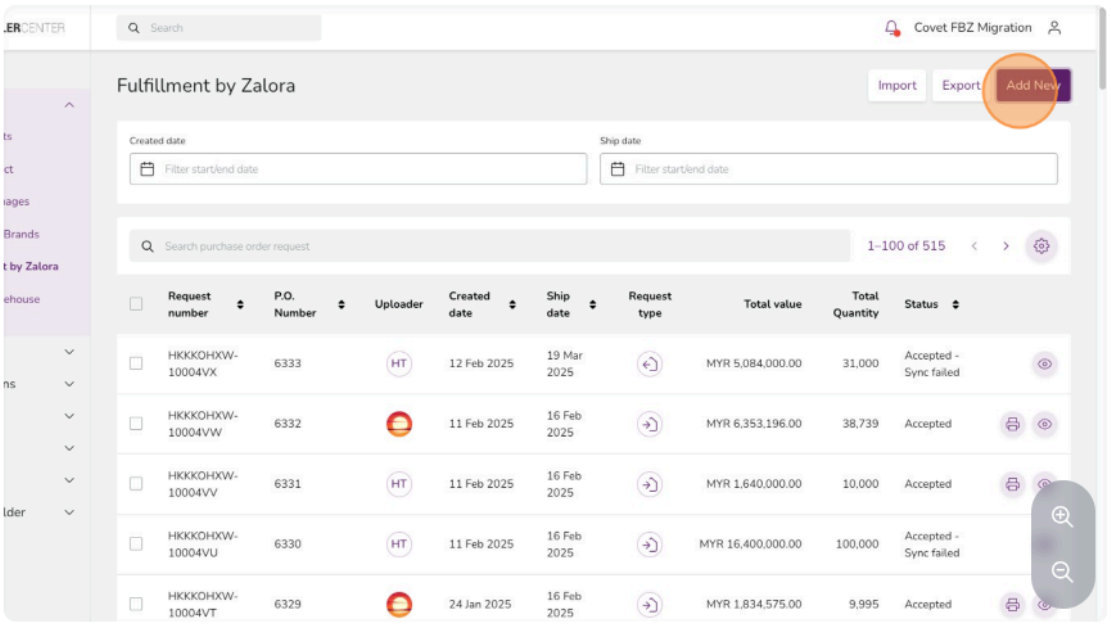
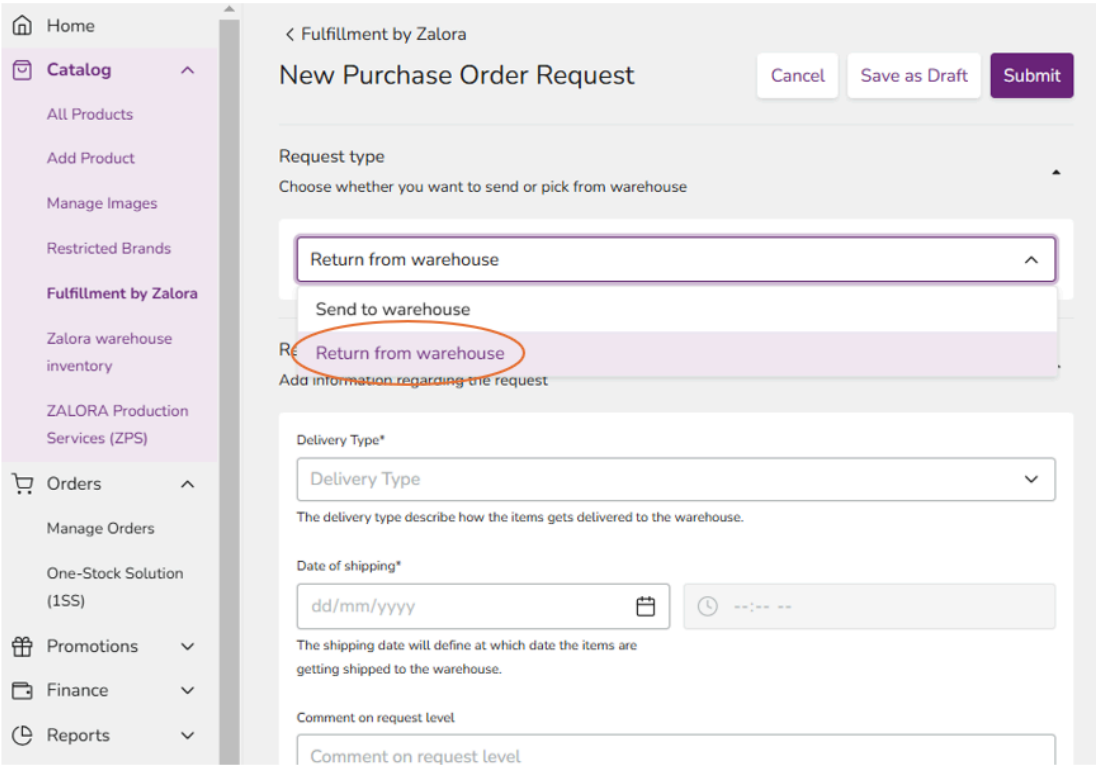
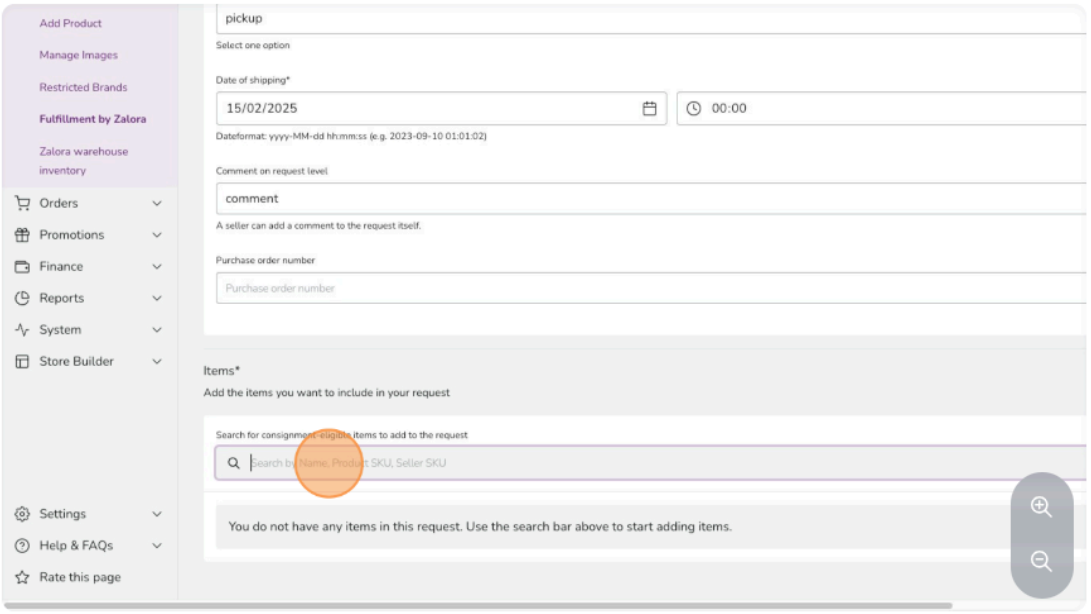
Visual Guide - Requesting Return from Warehouse via GSC UI

Steps	Visual Guide
1) Navigate to sidebar menu 2) Click “**Catalog**”	
3) **Click on “Fulfillment by Zalora”**.	

4) Click on **"Add New"**	
5) On the request type field, select "**Return from Warehouse**"	
6) Fill in all the required details	**<u>Request Information</u>** **Delivery Type**: Pickup **Date of shipping**: The shipping date will define at which estimated date the items will be collected from the ZALORA warehouse. **Comments**: Optional, can leave it as blank if you don't have any comments to put.

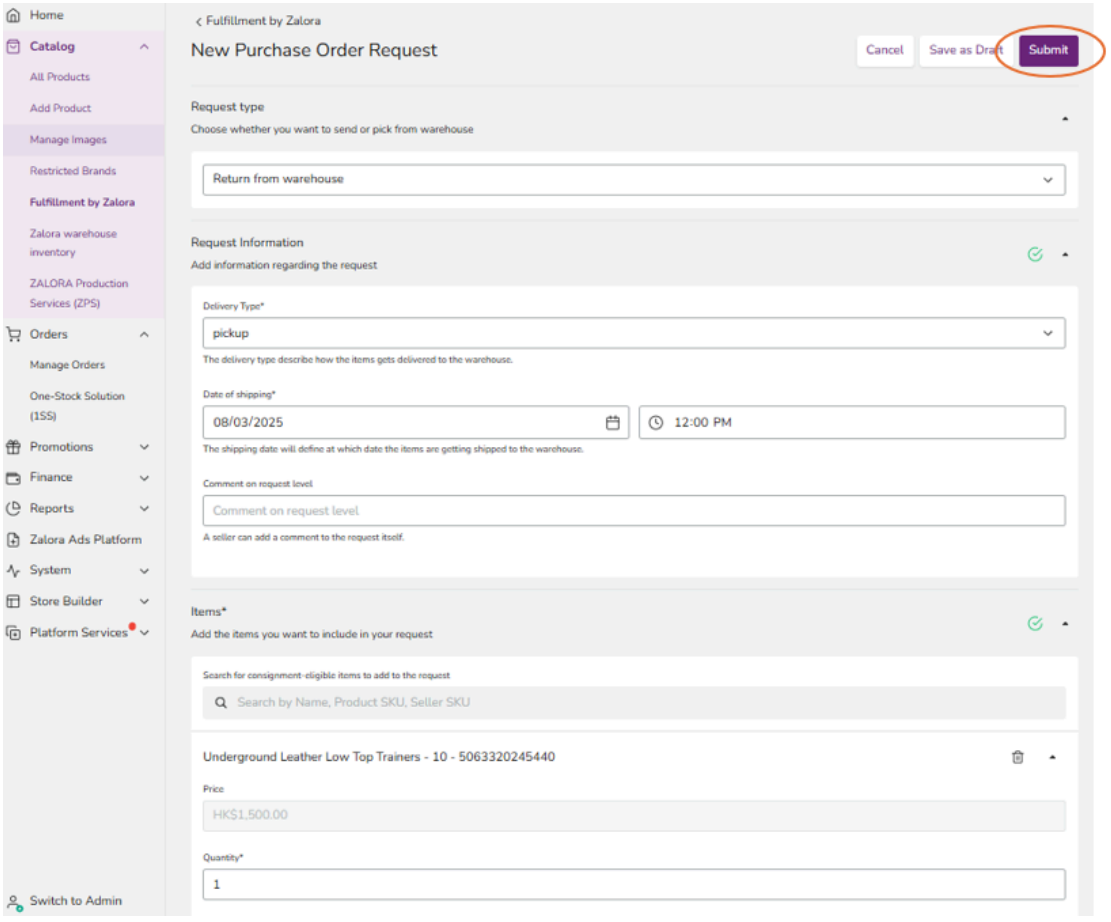
Items



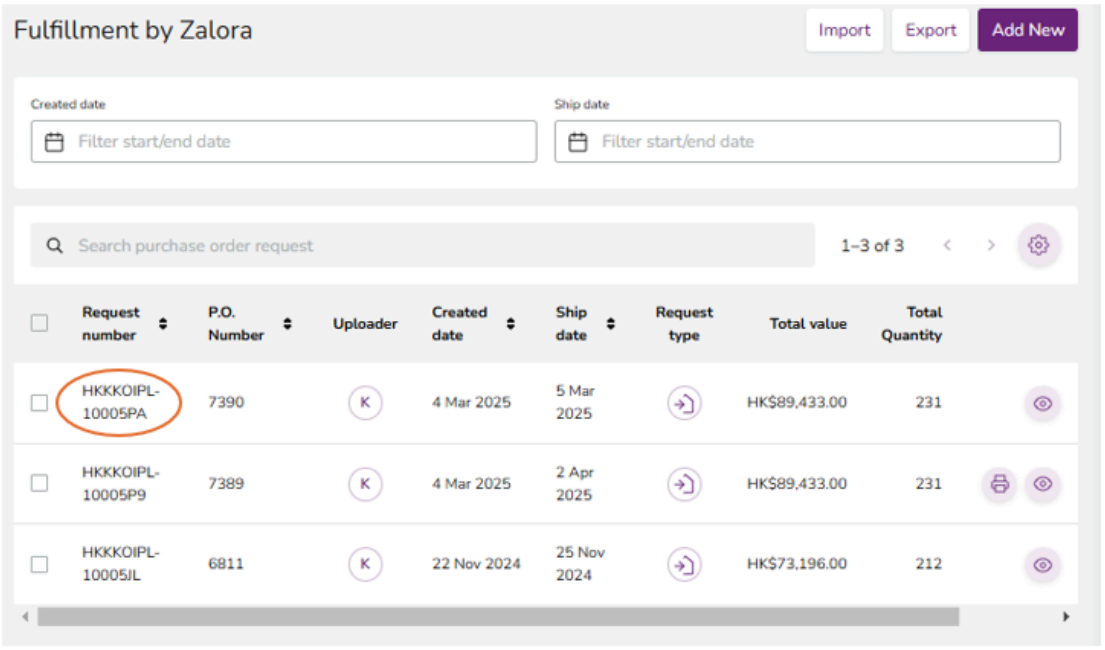
SKU: Click the "Search by Name, Product SKU, Seller SKU" field. and search for the product.
Quantity: Amount of items which should be retrieved from the warehouse.

7) Once you are done, click “Submit” to confirm creation of Return from Warehouse Request

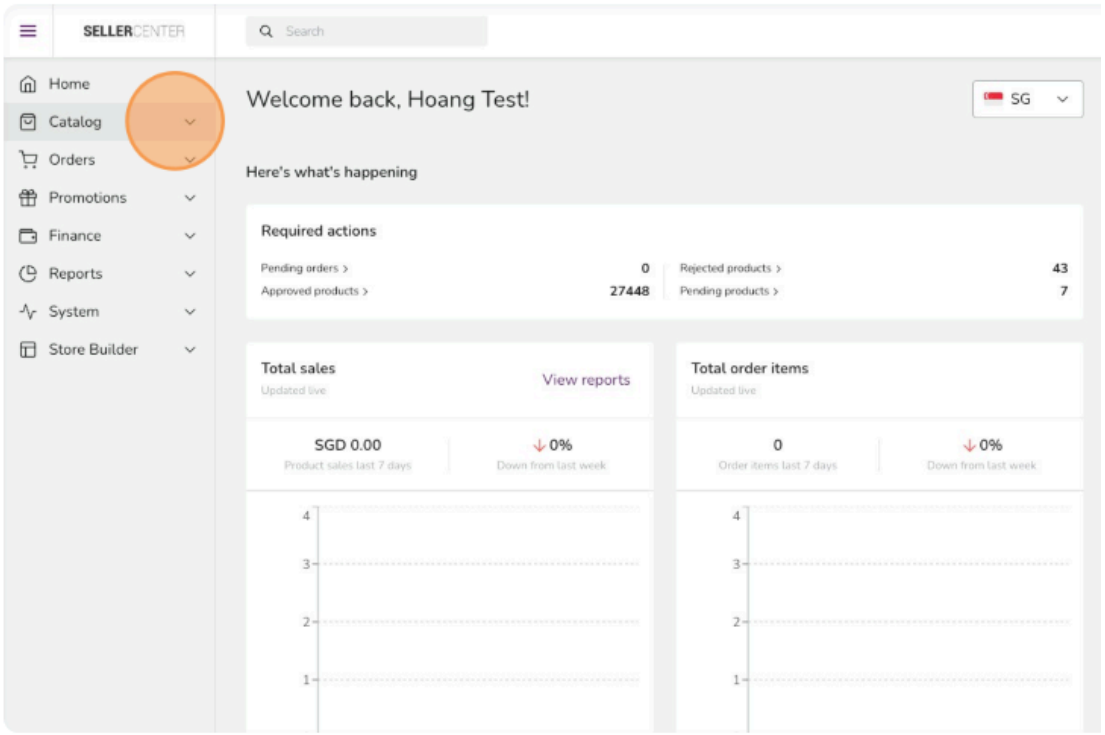
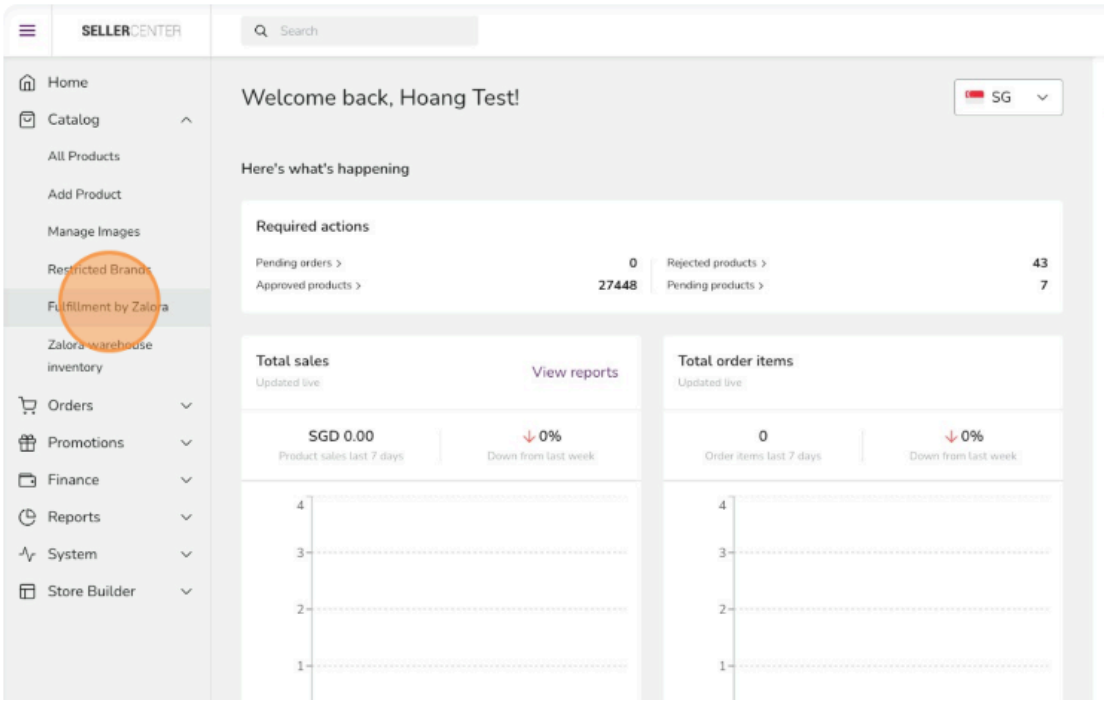
Users have the option to save the request as draft and continue at another time.

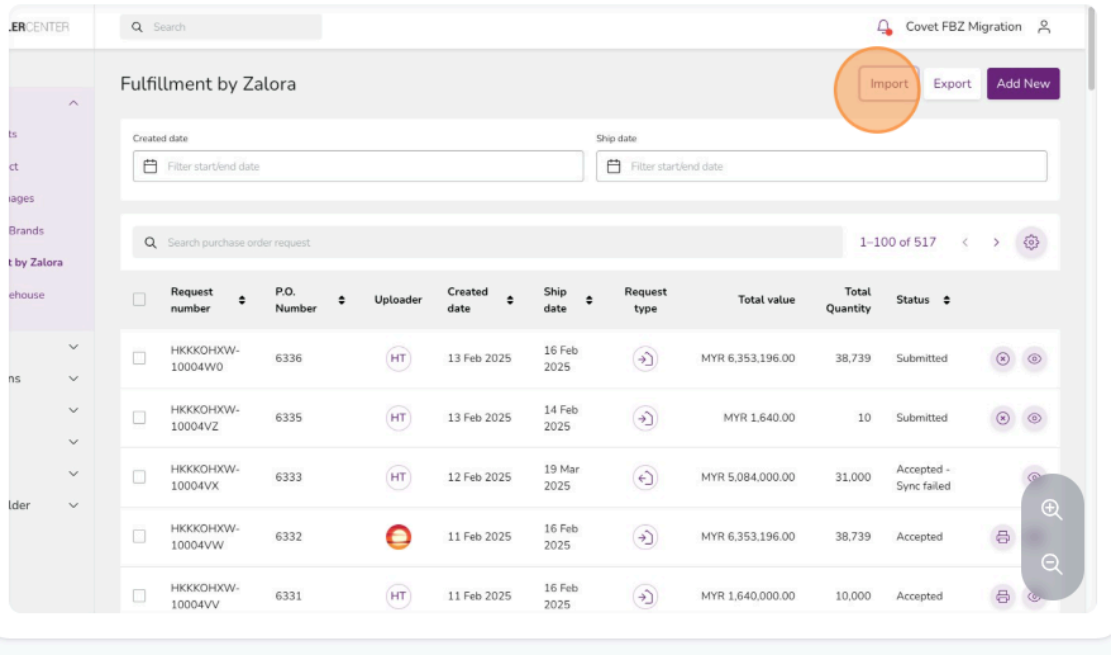
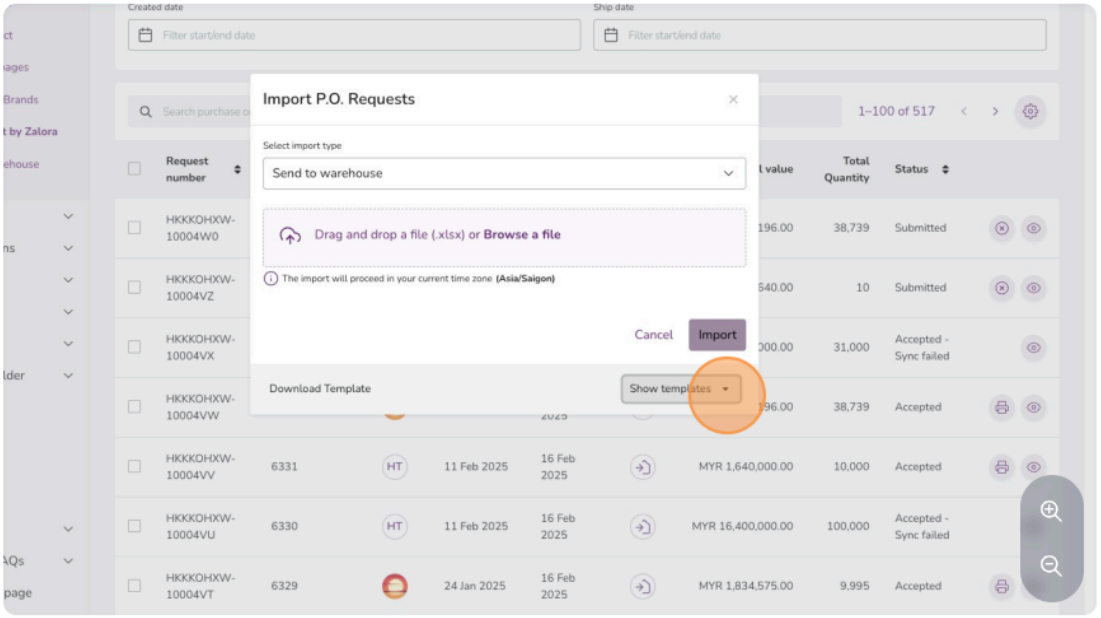


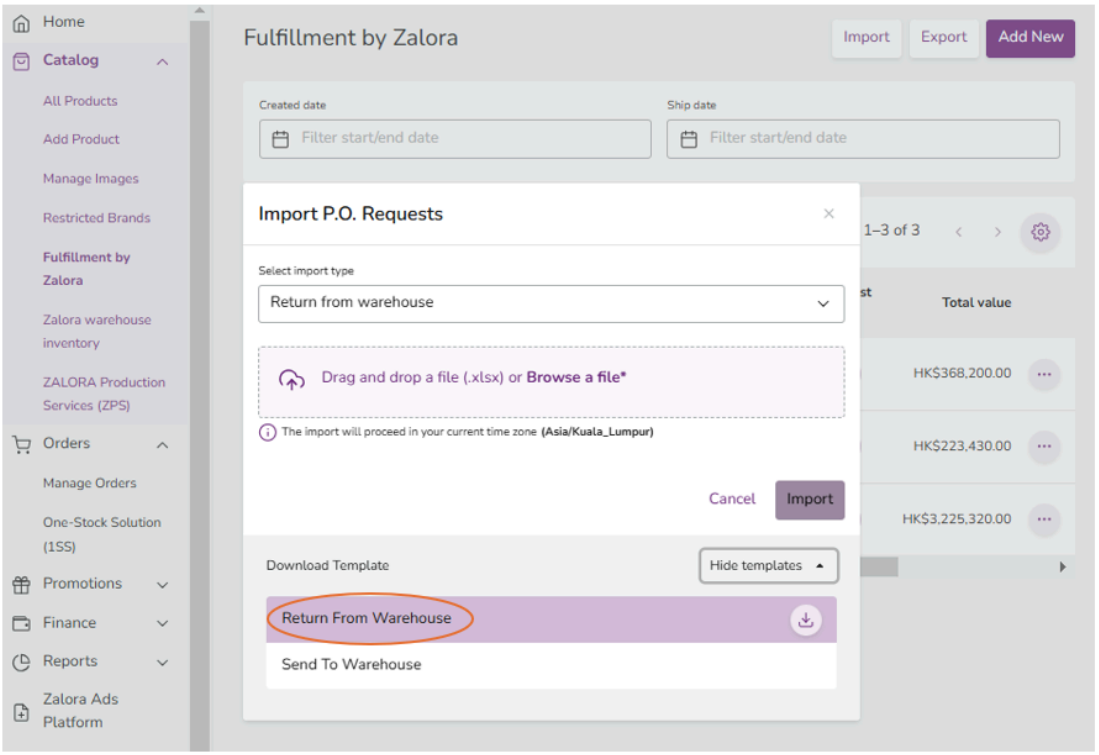
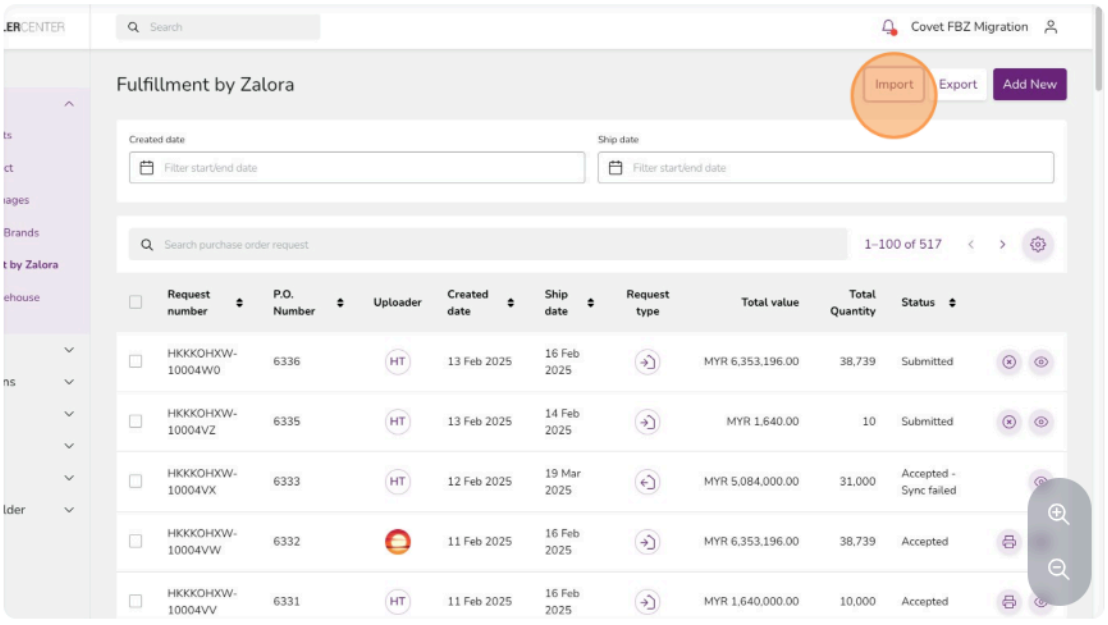
8) Once your Return Request is created, it will appear in your list under the Return from Warehouse tab and pending for approval from the Account Manager.

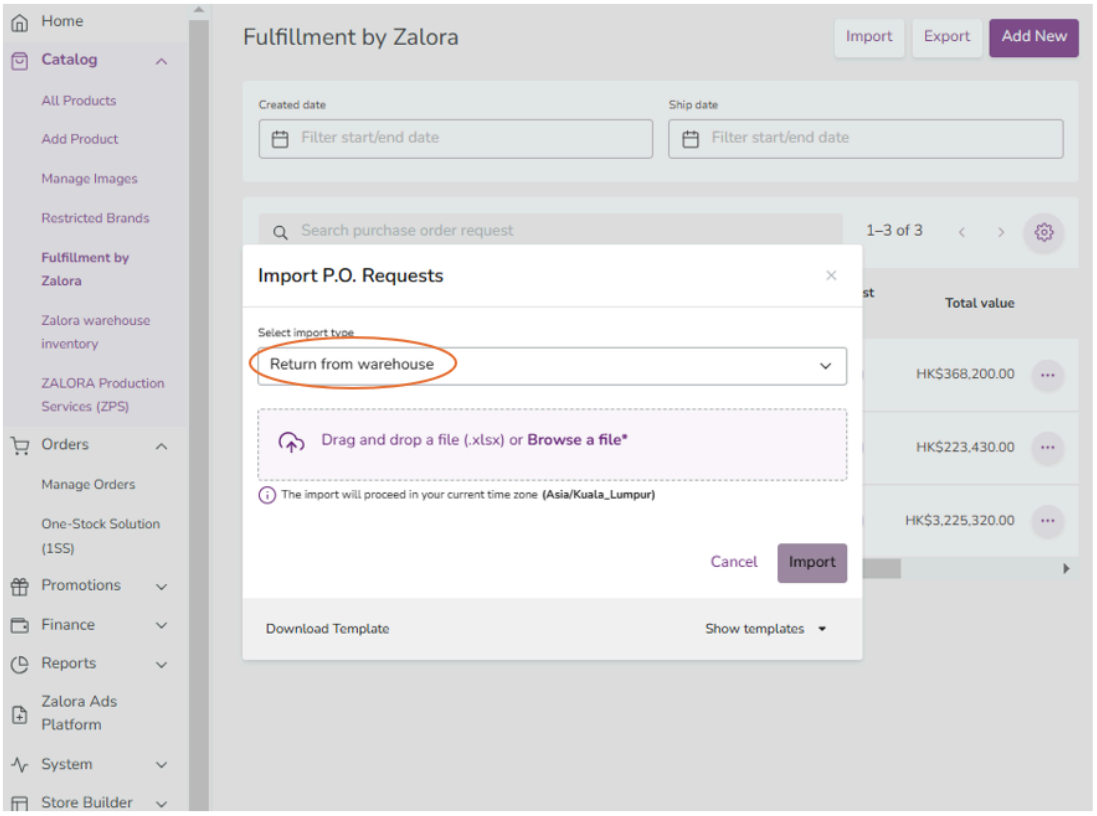
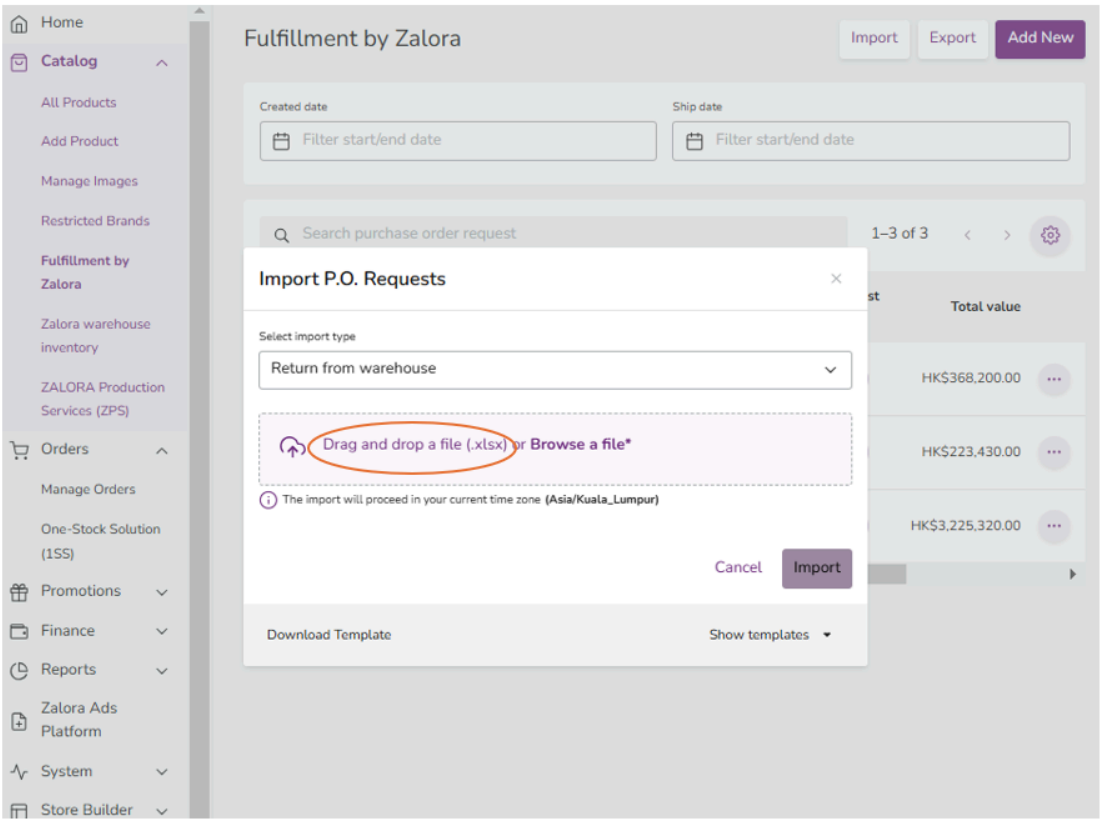


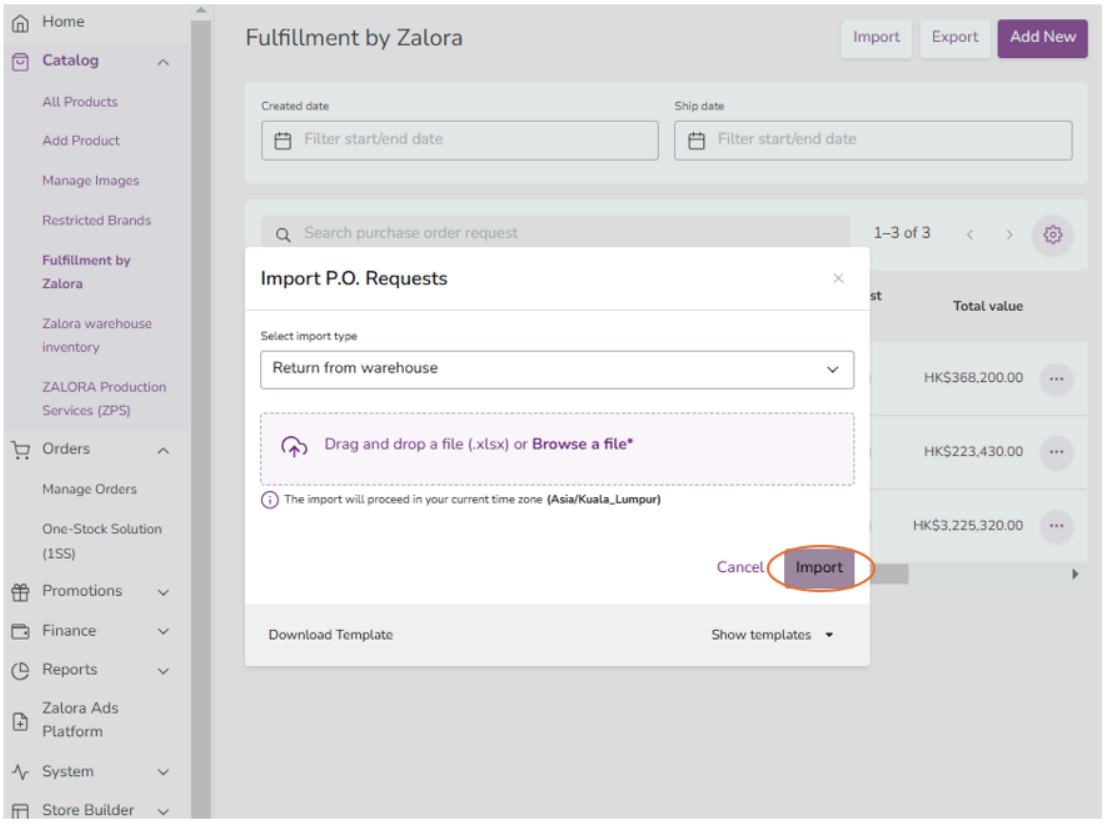
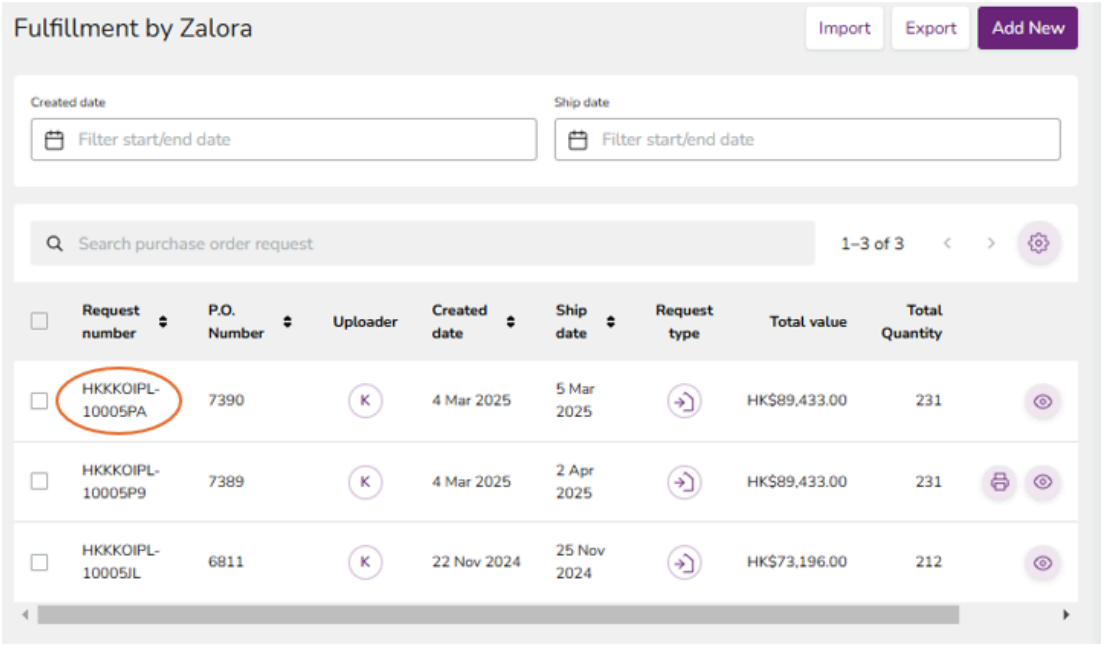
Visual Guide - Mass Return Request (Return from Warehouse) via Excel Upload

Steps	Visual Guide
1) Navigate to sidebar menu" 2) Click "**Catalog**"	
3) Click on "**Fulfillment by Zalora**"	

4) Click on "**Import**"	
5) Click on "**Show templates**".	

6) Download the '**Return from Warehouse**' template.	
7) Open the template and fill up the necessary fields. Once done, save the file and return to Global Seller Center for upload **Make sure all data is input as *values* and not formulas!**.	<u>Necessary columns for the import:</u> **Delivery Type**: Pickup **Shipping Date**: The shipping date will define at which estimated date the items will be collected from the ZALORA warehouse. *Dateformat: yyyy-mm-dd hh:mm:ss (e.g. 2017-06-25 12:00:00)* **Comment**: Optional, can leave it as blank if you don't have any comments to put. **RequestedQuantity**: Amount of items which should be retrieved from the warehouse.
8) Click "**Import**"	

9) Select import type "**Return from warehouse**"	
10) Drag/browse updated "**Return from Warehouse**" file	

11) Click “**Import**”	
12) Once the excel file is successfully uploaded, your request will appear in the list under “Return from Warehouse” overview pending AM approval	

The table below lists all the possible status of a shipment request and its corresponding definition (TBC):

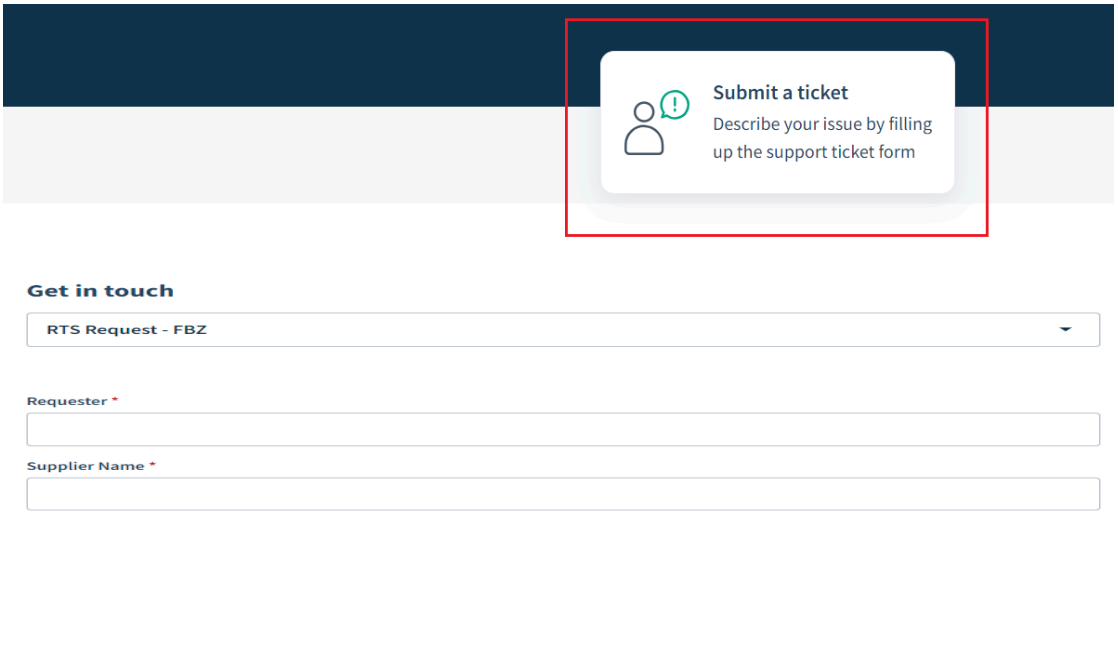
Status	**Explanation**
Draft	All requests, which were started by the Seller. These requests are not yet submitted and Seller is still able to edit the request.
Submitted	All requests, which are made by the Seller and are currently waiting for approval by the Venture. The venture checks if the proposed items are eligible to be sent to the warehouse.
Accepted	Request was accepted by the Venture and the items can be sent to the warehouse / get picked up by the Venture.
Return in Progress	In the warehouse the request for a return was received and items are packed together
Returned	All items which the seller requested are returned
Partial Returned	Not all items, which the seller requested could be returned
Rejected	Request to return items from the warehouse was rejected by the Venture during quality control
Accepted - Syncing	Request was accepted and in progress to be synced to Zalora.
Accepted - Sync Failed	Request failed, please reach out to your respective AMs or fbz-support@zalora.com for further investigations.

ZALORA

Submit the Return request via Freshdesk Ticket

Return requests need to be sent via Freshdesk since the GSC and OMS don't have the notification of the request and the complete status. In order to ensure both of them have the visibility, AM/FBZ Support should send the return request via Freshdesk ticket so that WH will receive the notification via email. Once WH finishes, WH will send the notification / approval via email with the link of the file. Once AM receives the notification, AM needs to share the file to the supplier to collect the stocks.

Here's a visual guide on how to submit the Return request via Freshdesk ticket:

Steps	Visual Guide
1) Open the link : Freshdesk Support 2) Click Submit a ticket 3) Click on the drop down menu 4) Choose whether to submit form for FBZ or Consignment 5) The page will be directed to the form and fill in the required information	
6) Received the notification via email for both AM and WH. 7) WH will review and Acknowledge the request. 8) WH pick and pack the stocks and send the approval notification via email with the link of RTS list. 9) Once received it, AM need to communicate to supplier for stocks pickup	

Receiving Report

ZALORA will be sharing with the sellers a separate email report that will in addition outline further breakdown of received goods into received, defective & shortages.

In order to avoid inbound discrepancies, please always ensure that your shipment request, packing list and the physical shipment of goods is always matching.

Sample of the Receiving Report and how to read it:

{Brand Name} - SCM# {SCM number} - Discrepancies

Email Communication

Noor Farzana Binti Baharom <farzana.baharom@my.zalora.com> 1:29 PM (0 minu

to me

Dear ***{ supplier name}***,

Good day to you! :)

With reference to SCM # ***{SCM number}*** , please find below discrepancies for your reconciliation purpose:

1. Shortage - **xx units**

2. Defective - **xx units** (our warehouse team will reach out to you in due course on these units).

Re-attached receiving report for your easy reference.

Do reach out to us within 7 working days if any issues/questions.

Thank you for your kind consideration and if there would be any other issues, do not hesitate to contact us via salesreportenquiry@zalora.com for any reports related queries or my.vendormanagement@my.zalora.com for any stock related queries at your earliest convenience.

Best Regards,

	A	B	C	D	E	F	G	H	I	J	K	
1	**RECEIVING REPORT**											
2												
3	PO Number	xxxxxxxxxx									*PO Number - Supplier Name*	
4	Status	received incomplete			Item Count	#		Value In	MYR		PO value	
5	Supplier	*Supplier Name*			Sum of ordered	xx		Sum of ordered	xx.xx		Items Ordered as per SVRs	
6	Date Issued	20/3/2020 16:58			Sum of received (total)	xx		Sum of received (total)	xx.xx		# of Discrepancies (shortage)	
7	Arrival Date				Sum of received (good stock)	xx		Sum of received (good stock)	xx.xx		% of Discrepancies (shortage)	
8	Vendor Order #				Sum of defective	xx		Sum of defective	xx.xx		# of Discrepancies (excess)	
9	Logistic Type				Sum of discrepancies (excess)	xx		Sum of discrepancies (excess)	- xx.xx		% of Discrepancies (excess)	
10	Logistic Method	LAND			Sum of discrepancies (shortage)	xx		Sum of discrepancies (shortage)	xx.xx		# of defects	
11	Logistic Date	20/3/2020 0:00									% of defects	
12	Contract Type	Consignment									# of wrong prints	
13	Expiry Date										# of new items to be resolved (discrepancies + defec	
14	Inbound Tracking #											
15	Supplier Contact Name	*Supplier Name*										
16	Supplier Contact Email	*supplier@xxx.com*										
17	Payment Term											
18	Currency											
19	Agreement Number											
20	Supplier Shipping Cost											
21	PO Note to Supplier											
22	Consignment Margin											
23	Buyer	external										
24	Associated Invoice											
25	Cancel Reason											
26												
27												
28	ITEMS RECEIVED											
29	**SKU**	**Supplier SKU**	**Product Information**	**Brand**	*Size*	*Color*	*Gender*	*Subcat*	**Hs code**	**Cost**	**Supplier Cost**	**Supp**
30	*ZALORA Sku Simple*	*Supplier SKU*	*Product Description*	*Brand Name*	*Size*	*Color*	*Gender*	*Subcat*	xxxx.xx.xx.xx	xx.xx	xx.xx	MYR
31	**GRAND TOTAL**											
32												

Receiving Report

Shortage:

The scenario where the quantity of the SKU(s) delivered is lower than the quantity of the SKU(s) ordered in the Purchase Order (PO).

Defective:

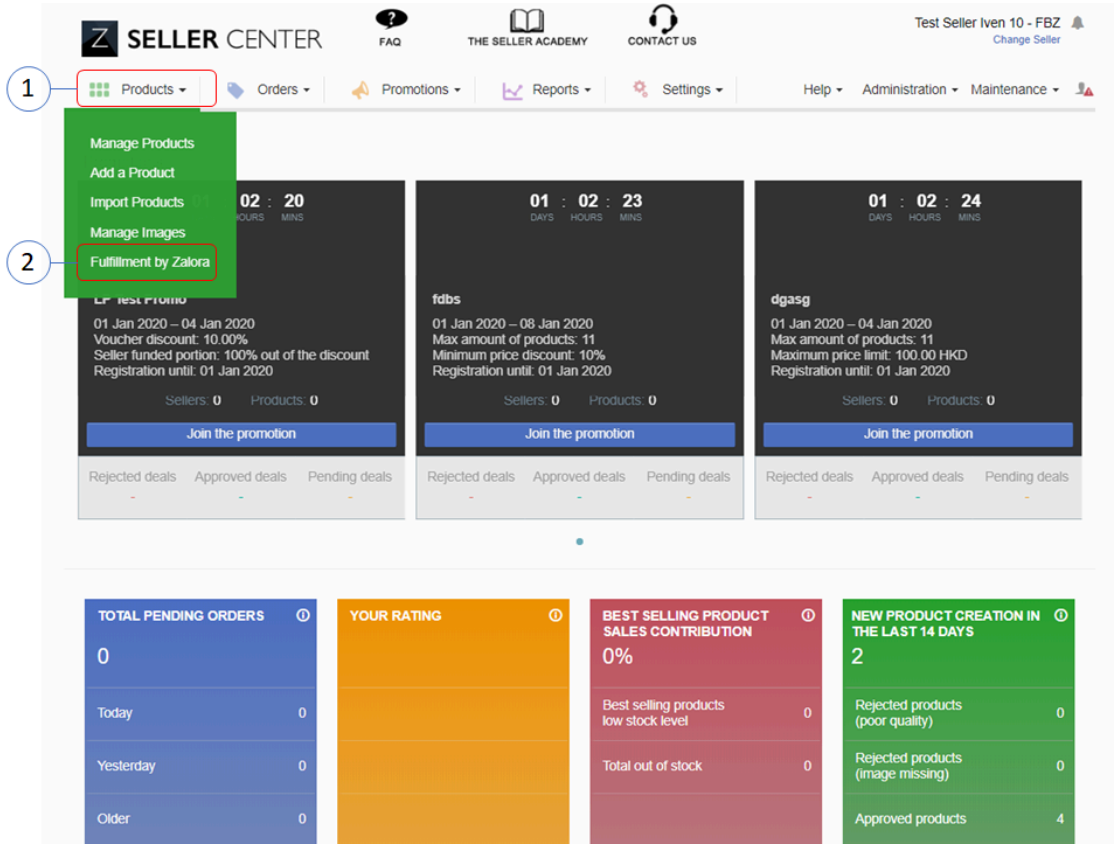
The scenario where the are SKU(s) delivered with manufacturing defect, and therefore need to be rejected during Inbound

ZALORA

Monitoring Inventory

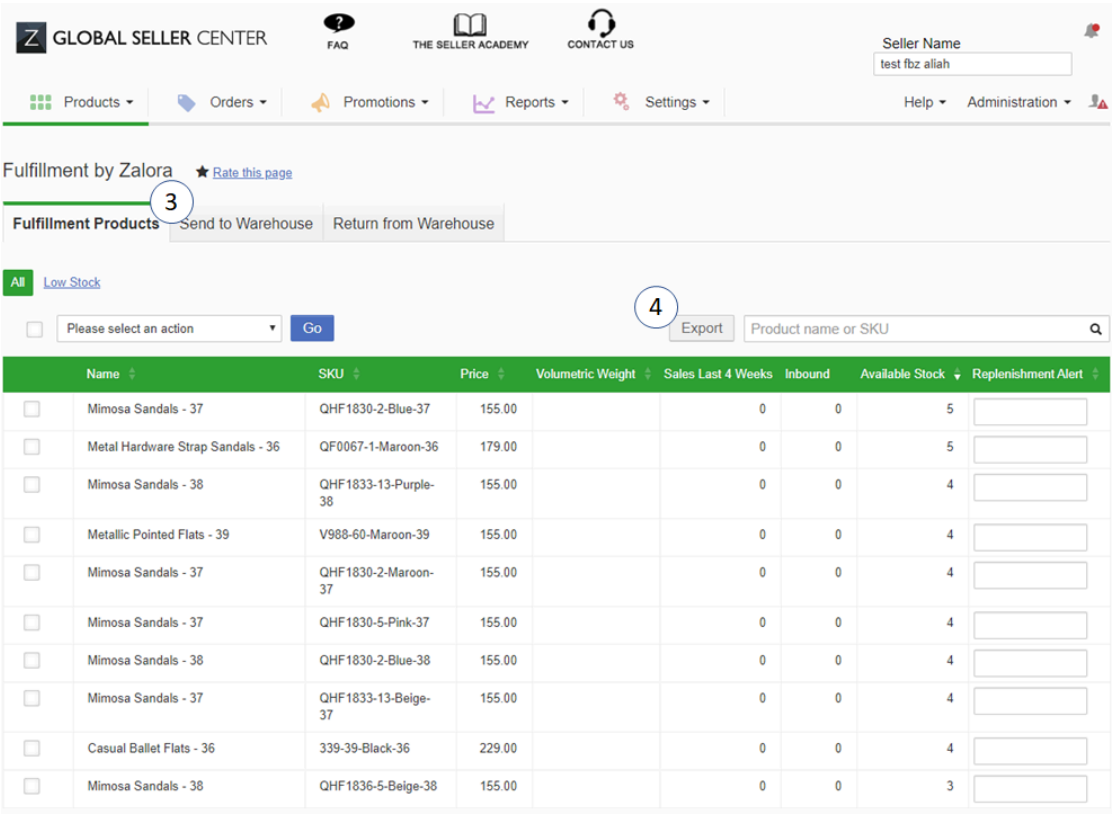
After sending the shipment request to Zalora, you are able to monitor your inventory in Zalora Warehouse in Seller Center through “Products > Fulfilment by Zalora”

Here’s a visual guide on how to view your inventory in Seller Center

Steps	Visual Guide
1) Navigate to “Products” 2) Click “Fulfillment by Zalora”	

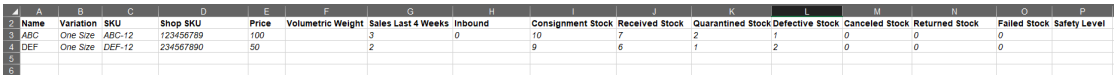
3) Click on “Fulfilment Products”. From this section you can view the list products you have in Zalora’s DC

4) To view stock levels across all SKUs in an excel file, click on Export which will generate an export from Seller Center



	Name	SKU	Price	Volumetric Weight	Sales Last 4 Weeks	Inbound	Available Stock	Replenishment Alert
☐	Mimosa Sandals - 37	QHF1830-2-Blue-37	155.00		0	0	5	
☐	Metal Hardware Strap Sandals - 36	QF0067-1-Maroon-36	179.00		0	0	5	
☐	Mimosa Sandals - 38	QHF1833-13-Purple-38	155.00		0	0	4	
☐	Metallic Pointed Flats - 39	V988-60-Maroon-39	155.00		0	0	4	
☐	Mimosa Sandals - 37	QHF1830-2-Maroon-37	155.00		0	0	4	
☐	Mimosa Sandals - 37	QHF1830-5-Pink-37	155.00		0	0	4	
☐	Mimosa Sandals - 38	QHF1830-2-Blue-38	155.00		0	0	4	
☐	Mimosa Sandals - 37	QHF1833-13-Beige-37	155.00		0	0	4	
☐	Casual Ballet Flats - 36	339-39-Black-36	229.00		0	0	4	
☐	Mimosa Sandals - 38	QHF1836-5-Beige-38	155.00		0	0	3	

5) Upon opening the excel file, you will be able to view all SKUs and its stock levels in further detail



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
2	Name	Variation	SKU	Shop SKU	Price	Volumetric Weight	Sales Last 4 Weeks	Inbound	Consignment Stock	Received Stock	Quarantined Stock	Defective Stock	Canceled Stock	Returned Stock	Failed Stock	Safety Level
3	ABC	One Size	ABC-12	123456789	100		3	0	10	7	2	1	0	0	0	
4	DEF	One Size	DEF-12	234567890	50		2		9	6	1	2	0	0	0	
5																
6																

Fulfillment Products:

Name - Product name
Variation - Size Variations
SKU - Seller defined SKU number
Shop SKU - ZALORA SKU (automatically generated when product is successfully created)
Price - Product price
Volumetric Weight - *Currently not available*
Sales Last 4 Weeks - Sum of all items sold in the last 4 weeks
Inbound - Total products sent to the warehouse but not received status yet
Consignment Stock - Total items combined (Received + Quarantined + Defective + Returned)
Received Stock - Items under Received status and is available for sale
Quarantined Stock - Items under quarantined status
Defective Stock - Items identified as defective
Canceled Stock - *Currently not available*
Returned Stock - Items return and in currently in the warehouse under "Return" status pending for QC
Failed Stock - *Currently not available*
Safety Level - *Currently not available*

For any stock discrepancies, please reach out to your respective AMs or fbz-support@zalora.com for further investigations.

i. International Commercial Terms

The International Commercial Terms (Incoterms) was first published in 1936 by International Chamber of Commerce (ICC) and is an internationally recognized standard which is used worldwide in international and domestic contracts for the sale of goods. The rules have been developed to help traders avoid costly misunderstanding by clarifying and streamlining the task, cost, and risks involved in the delivery of goods from sellers to buyers.

Note that the Seller is the Seller and the Buyer is ZALORA. The Incoterms are to be agreed between the Seller and ZALORA upon signing a business contract. Incoterms 2010 defines 11 rules. However, we will focus on the preferred Incoterm at ZALORA:

Delivered Duty Paid (DDP) / Delivered at Place (DAP) @ ZMY WH

Seller's Risk & Responsibility:

Seller is responsible for all cost and risk involved in ensuring the goods reach the ZALORA MY Warehouse from the Seller's premise.

ZALORA's Responsibility:

Under DAP incoterms, ZALORA bears the responsibility and risk to clear customs, pay for duties. In case of a local shipment within Malaysia - following a DDP incoterm - taxes and duties have been already paid by the seller at the point of original import into Malaysia.

Process Flow:

1) After raising a shipment request, Sellers need to liaise with their appointed freight forwarder to pick up stocks from their warehouse and transport the stocks to the airport or port to ship to destination.
2) ZALORA will assign SCM# as ZALORA references number for the shipment and Seller needs to inform their appointed freight forwarder to input this SCM# in BL or AWB. Seller must also label the cartons with the assigned SCM#
3) Seller must provide shipping documents below to ZALORA logistic team (an account manager will loop you in the email):
    i) Bill of Lading (BL) or Airway Bill (AWB)
    ii) Commercial Invoice
    iii) Packing List
4) Seller needs to provide the updated BL or AWB and details of their appointed freight forwarder at the destination. Their appointed freight forwarder needs to contact ZALORA's logistics team at least 1 day before the shipment is due to arrive in Malaysia.
5) ZALORA logistics team will forward all the shipping documents to ZALORA appointed freight forwarder to assist with customs clearance by issuing a Permission Request Slip (PRS)[1].
6) Seller's appointed freight forwarder in MY needs to print out 3 copies of PRS and ensure these PRS are chop verified by custom before truck stocks out from the port.
7) Seller's appointed freight forwarder will be ensuring the stocks are transported to ZALORA warehouse.

[1] Example of PRS in Appendix 3e.

ii. Shipping Documents

Seller needs to provide three (3) shipping documents depending on the type of Incoterms agreed on.

Bill of Lading (BL) or Airway Bill (AWB)
Bill of Lading (BL) can either be a negotiable or non-negotiable document issued by a sea carrier of goods and addressed to the exporter. This document acts as a receipt for merchandise and a contract to deliver the goods as freight.

Airway Bill (AWB) is a non-negotiable transport document covering transport of cargo from airport to airport. It acts as a proof of receipt issued by the air carrier of goods to the shipper on receipt of goods. There are 2 main types of AWB: House Airway Bill (HAWB) and Master Airway Bill (MAWB). HAWB is normally issued by the airline for the consolidated cargo in the particular airplane, while MAWB is issued by the airline to freight forwarders. HAWB should include both the shipper (Seller) and the consignee (Zalora) details.

For the ease of shipment tracking and reference, all BLs and AWBs should have SCM# assigned by ZALORA logistics team. These BLs and AWBs should be shared via e-mail to ZALORA Logistics team for reference and tracking purposes.
Airway Bill example in Appendix 3b and Bill of Lading example in Appendix 3c.

Commercial Invoice
Commercial Invoice is a record or evidence of a business transaction between the exporter and the importer with regards to the goods sold. Once a shipment request is approved in GSC, the seller will be able to export the Consignment Send To Warehouse Sheet for that request and prepare the Commercial Invoice accordingly. The seller should provide two copies of the commercial invoice for ZALORA:

- Electronic copy (excel file) to be emailed to zops-scm@zalora.com - an account manager will loop in the Seller in the respective email.
- Hard copy to be sent together with the shipment

Commercial invoice is one of the primary documents required for customs clearance ie. import control, valuation and duty determination. Hence it is important that the commercial invoice is prepared as clearly and accurately as possible to avoid problems at customs with the shipment. Below is the list of information that should be in a commercial invoice.

Seller must send the commercial invoice **before proceeding with the shipment** in excel format and at least 5 working days prior to arrival of the delivery at Zalora.

In the event that one shipment consists of multiple Shipment Requests, all Shipment Requests numbers must be updated and indicated on the packing list. Shipment Request number must be visible in the Commercial Invoice and can be obtained directly from Global Seller Centre - e.g. format *fbz0000000*.

!! Cost of Items !! (COGS)

The field Cost of Items in the Commercial Invoice must match the *source supplier cost* input in the Shipment Request. As mentioned in the Shipment Request section of this manual, COGS will be calculated following ZALORA's Global COGS Value.
COGS Global Value:
*COGS for all Sellers should be **50% of RRP.** Unless agreed otherwise with your account manager, the following formula should apply = 50%*RRP*
E.g.: 100 MYR * 50% = 50 MYR
This value will be applicable to all items in a shipment request and it will be used for customs declarations when a sale is made.

Packing list

Packing list is used to identify the packs - individually packed items in a plastic polybag - belonging to a particular consignment/shipment. In addition, the packing list enables ZALORA to check if the correct number of units has been received. In the event that customs authorities would like to inspect the cartons, they are able to easily identify the cartons accordingly.

It is important that the details on the packing list match exactly what is stipulated on the commercial invoice and bill of lading / airway bill. If there is a mismatch of information between the commercial invoice and packing list, this might lead to closer scrutiny of the cargo by customs and this may result in a delay in the cargo arriving at its destination.

Exporter/Supplier needs to issue two (2) copies of the packing list to ZALORA.

- Electronic copy (excel file) to zops-scm@zalora.com - an account manager will loop in the supplier in the respective email.
- Hard copy to be sent together with the shipment

Below is the list of information that should be in a packing list.

General Information	Product Specific Information
• Exporter/Supplier details (Name, Address and contact number)	• Carton Number
	• HS Code (Harmonized System Code
• Brand	• Style Number
• Packing List Number	• Product Description
• Packing List Date	• Colour
• Zalora Purchase Order Number	• Material Composition
• Terms of Delivery (Incoterms)	• Size
• Type or package (carton/pallet/crate/drum)	• Quantity
• Total Number of Cartons	• Units of Measure (pcs/pair)
• Total Quantity	• Individual Carton Dimension (cm)
• Total Cubic Meter (CBM)	• Individual Cubic Meter (CBM)
• Total Gross Weight	• Individual Carton Weight (kg)

Seller/Supplier must send a confirmed packing list in excel format with the following details before proceeding with the shipment to ZALORA's warehouse at least 5 working days prior to arrival of the delivery at Zalora.

Shipment Request number must be indicated on the packing list. In the event that one shipment consists of multiple Shipment Requests, all Shipment Requests numbers must be updated and indicated on the packing list. Shipment Request number can be extracted directly from Global Seller Centre - e.g. format XXXXXXX.

Seller then needs to attach a hard copy of the packing list to be sent together with the shipment. Packing List Sample in Appendix 3a

Material Safety Data Sheet (MSDS) for shipment containing batteries
Material Safety Data Sheet is required for watches shipment if the watches include batteries.
Sample of MSDS in Appendix 3d.

iii. Office and Warehouse Address

Country	Office & Billing Address (Sold To)	Warehouse Address (Deliver To)
Singapore	Zalora South East Asia Pte. Ltd. 10 Hoe Chiang Road #18-01 Keppel Towers Singapore 089315.	Zalora South East Asia Pte. Ltd. 21 Pandan Avenue #04-05 Singapore 609388
Malaysia	Jade Eservices (M) Sdn Bhd Unit 13-1, Level 13, Mercu 3, Jalan Bangsar, KL Eco City, 59200, Kuala Lumpur	Jade EServices (M) Sdn. Bhd. Maple Tree Distripark, Block A, No. 14, Persiaran Perusahaan Seksyen 23, 40300 Shah Alam, Selangor.

iv. Packing and Labeling Guidelines
It is vital that all Sellers adhere to ZALORA packing and labelling guidelines when they send the stocks to ZALORA's warehouse. By doing so, we will be able to achieve the following:

- Speed up inbound process as ZALORA do not need to repack the items
- Shorten the timeline for an item to go live on ZALORA website
- Lowers the risk of damaged product

In the event that items received are not in compliance with this Packing and Labelling Guidelines, Zalora reserves the right to charge a fee for cost incurred for performing the additional work and value added services for and on behalf of the Seller. This VAS fees as per stipulated in the Marketplace Agreement and Commercial Terms are for the removal of hangers, removal of security tags and packing items with individual plastic according to size requirements.

All information should be only in English.

4.1.Carton Level

i) Packaging

Each carton must contain the same style of the item. However, the colour and size may vary in a carton but subject to Zalora's prior written consent. In exceptional cases whereby the items need to be mixed, items must be clearly separated by dividers.

- The carton must be in good condition and must not be over-packed in order to avoid damage to the products.
- Sellers to ensure that carton utilization is maximised.

Below are samples that shows carton utilization/condition that are NOT acceptable :

 Carton is not packed densely. A lot of empty space in carton	 Carton is not packed densely. A lot of empty space in carton
 Items not arranged neatly in the carton	 Carton delivered is dented/damaged

Below are samples of acceptable carton utilization/condition:

 Items are neatly arranged in the carton	 Items are packed densely with minimal empty space in carton

ii) Labelling
ZALORA requires the following information to be visible on each carton:

- ZALORA SCM# *
- PO Number:
- Quantity
- Number of Cartons
- Style Number/Product SKU
- Weight (kg)
- Colour
- Carton Dimension (cm)

Ideal Carton Box Label	Bare Minimum Carton Box Label

Special Sign:
Fragile stocks, Air conditioning environment required etc.

4.2 Item Level

Depending on the items' category, each category will have a different packaging requirement. Packages are usually labeled with UPC/EAN. The label includes both the barcodes as well as numbers in plain writing. The EAN code identifies the product (style, color, width) as well as size uniquely.

4.2.1 Apparel

- Each item to be packed into individual polyethene bag without hangers
- Plastic sleeve is to be at least 70micron thick to protect the products inside
- Each item's packing size must not exceed 390mm(L) x 267mm(W) x 350mm(H)
- Items of the same style to be bundled and packed together in the same box
- Each item must have a swing tag attached to the physical item that is clearly visible from the outside packaging. If that is not possible, each item must have a Product Tag on the bottom right corner of

the polyethene bag. Information such as Seller style, size and the name of the product should be visible on the Swing or Product Tag

- There should be no price information displayed on the Product Tag or Swing Tag
- Each item must NOT have security tags attached to the product
- There should only be 1 Swing Tag or Product Tag attached

Type	**Sample**
Apparel (Shirt, Top)	
Bottom (Jeans, Skirts, Trousers)	

Sample pictures of NOT acceptable product condition:

Garments on hanger	Items of the same style is not bundled together

<table>
<tr>
<td>
Items are not individually packed in polythene bags</td>
<td>
Price information should not be on the swing tag</td>
</tr>
<tr>
<td>
Product information not visible on the Swing Tag</td>
<td>
Safety tag is still on the product</td>
</tr>
</table>

4.2.2 Shoes

- Each pair of shoes should be placed in a shoe box or polybags
- Each shoe box or polybag is to be labelled with product information such as product code, size, colour, and barcode EAN/UPC which is clearly visible when the lid is closed.
- The label on the shoe box must match the product inside the shoe box.
- If the Seller delivers shoes in polybags, ZALORA will deliver the shoes in the same polybag provided by the Seller. (ie ZALORA will not place the shoes into a new shoe box before delivering to ZALORA customers.)

Sample pictures of acceptable shoes carton received:

Product information clearly visible on shoe box and shoes are packed in shoe boxes

Shoes of the same style are packed in the same carton box

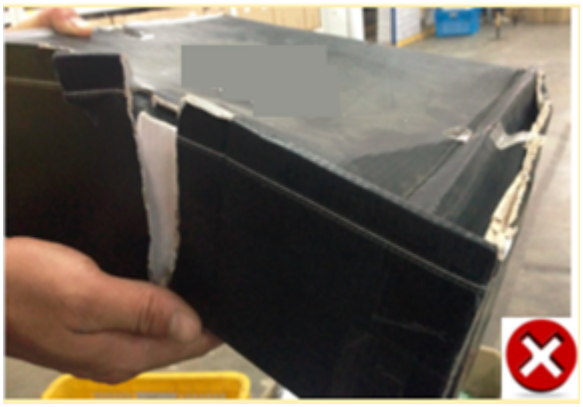
Shoes packed in individual polythene bag

Product information on shoe box matches physical product

Sample pictures of NOT acceptable shoes carton received:

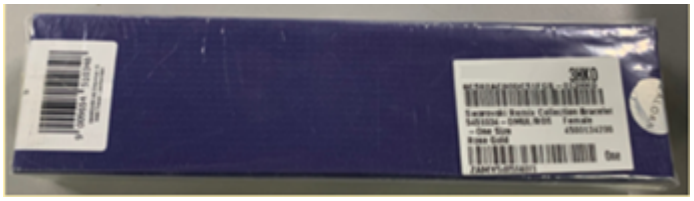
Contradicting product information on the shoe box

Size on the shoe box do not match the size on the physical product

 Shoe box damaged	

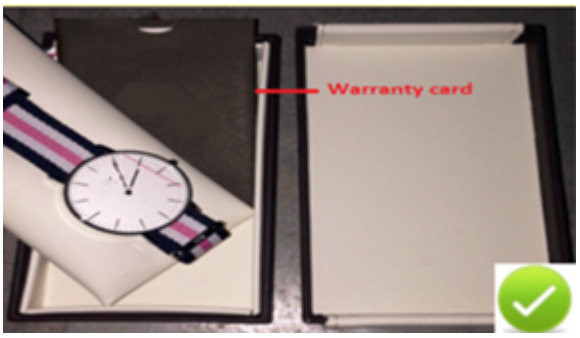
4.2.3 Accessories

- Each item is to be individually packed in polyethene bags which has to be at least 70microns in thickness.
- Product label to be clearly visible from the outside of the plastic.
- Items which have warranty cards (i.e. watches) are to be placed inside the box together with the watch.
- If the stocks are fragile (i.e. watches/fashion jewelry), please put a FRAGILE sticker on the carton to prompt us that these items need to be handled with care.

Type	**Sample**
Bags/ Beauty/ Earrings	
Bracelet	
Sunglasses	
Watches	

ZALORA

Sample pictures of acceptable accessories packaging:

 Swing tag is clearly visible	 Sunglasses are individually packed in box/case
 Warranty card placed together with the watch in an individual watch box.	 Bags is individually packed in polythene bag

Samples pictures of NOT acceptable accessories packaging:

 Wallets are not packed individually in polythene bag	 Same style are packed together but each item is not individually packed in polythene bag
 No product /swing tag on the item	 Item not packed individually in polythene bag

v. Delivery Management

Shortages or Damaged / Defective products received
In the event that ZALORA receives damaged / defective goods or goods quantities that are less than that indicated on the packing list / commercial invoice, ZALORA will endeavour to inform the Seller with a report on goods received within 10 business days of receiving products at the respective ZALORA Warehouse. The report will detail all the SKUs which are received defective or damaged. Further details about ZALORA's receiving report can be found in section ***2. Managing Inventory > Receiving Report*****.**

In the event ZALORA receives any damaged or defective goods from the Seller, the Seller shall accept the damaged or the defective goods and shall advise if such damaged or defective goods is required to be returned to the Seller or to be disposed of by ZALORA, both at the expense of the Seller. If such goods are to be returned to the Seller, the Seller may arrange for the return of products. All costs including but not limited to freight charges, handling fees associated with product returns, recalls, withdrawals, and/or product repairs shall be borne by the Seller.

Excess Deliveries/ Delivery of SKUs not as per packing list/ordered
ZALORA operates with **zero tolerance** and if the Seller delivers more than the registered quantity of products, ZALORA will reject the excess quantity at its discretion. Excess items will be disposed at no cost to the seller and will not be applicable for reimbursement. If excess quantities are received/ SKUs received are not as per packing list, ZALORA is not liable to make any payment for such excess.

vi. Non-conformance
If any of the above-mentioned delivery requirements (or any other delivery requirements communicated to the Seller by Zalora) are not adhered to by the Seller, Zalora reserves the right to refuse or reject the delivery and cancel the order. In such case, the Seller shall collect such products or arrange to collect such products from the respective Zalora Warehouse, at the Seller's own cost and expense.

Any split and damaged boxes received may also be rejected by Zalora at its sole discretion and the Seller shall collect such products or arrange to collect such products from the respective Zalora's Warehouse, at the Seller's own cost and expense.

Zalora keeps a regular record of Seller performance. In the event of repeated non-conformance by a Seller, Zalora may at its discretion cease the business relationship with such Seller.

vii. Authorized Economic Operator (AEO)

Companies that are highly reliable/compliant with Custom's requirements and fulfill the security requirements based on WCO SAFE Framework of Standards are entitled to apply for this license.

Benefits of AEO license:

- Easier and quicker importation practice
- Green lane clearance 24/7 (lower degree of customs' inspection)
- Improves cash flow as deferred duty/tax payment is allowed up to 14 days.
- Import duty/tax payment is made directly to Custom's account (without having to transfer funds to appointed freight forwarder's account for them to issue a cheque to Customs).

AEO license is granted to Jade EServices Malaysia (complete registered company name) in 2015. Hence all import and export documents should clearly state Jade EServices Malaysia as either the importer or exporter of record in order to be able to utilise the AEO license.

All import and export declarations will be carried out by ZALORA (either internally or outsourced to a service provider). Seller's appointed freight forwarder will not have to carry out any import declaration on ZALORA's behalf.

The usual Custom declarations such as K1, K2, K3, K8 , K9 are not applicable. It is replaced with Permission Request Slip (PRS) & Consolidated Statement (CS) for AEO clients. Permission Request Slip (PRS) is used to release goods from Customs control.

	AEO	**NON-AEO**
Payment of import duty & tax to Malaysia customs	Deferred (up to 2 weeks after shipment has arrived ZMY WH)	To be paid before shipment is delivered to ZMY WH
Import Custom Document	PRS	K1
Export Custom Document	PRS	K2
Duration to prepare Custom Document	10 minutes	6 hours

Sample PRS in Appendix 3e and CS is set out in Appendix 3f.

vii. Public Bonded Warehouse License (PBWL)

The PBWL license is granted to Jade EServices Malaysia (complete registered company name) in 2019. Hence, all import and export shipments out of ZMY WH require a bonded truck with Zalora Seal as a mandatory requirement.

With this license, any import shipment, K8 PRS will be generated either by ZALORA internally or outsourced to ZALORA's service provider (as mentioned in section 3.5). However if the incoterm is DAP, ZALORA requires the Seller's appointed freight forwarder to ensure this K8 PRS is endorsed by Malaysia Custom and released in SMK system (Custom system) at either the ie airport or port, before the shipment is trucked to ZALORA warehouse. This endorsement is the first part of PRS endorsement which is known as the 'Releasing' station. Once the shipment is delivered to ZALORA Warehouse, ZALORA will ensure the K8 PRS is endorsed the second time by TASCO Custom which is known as the 'Receiving' station.

There are 2 parts of K8 endorsement that are mandatory to be carried out for a bonded warehouse.

No	**Type of Endorsement**	**Place Endorsement is Carried out**	**Responsible Party**
1	Releasing Station	Customs at airport or port	Seller's appointed forwarder
2	Receiving Station	Tasco Custom	ZALORA

For export shipments from ZMY WH that are under a K2, the appointed service provider is required to get the endorsement from the destination point (e.g. KLIA/SZB airport for air freight, and ports for sea freight).

ZALORA Production Services (ZPS)

Seller's that have agreed to sign-up to ZALORA Production Services (ZPS) are eligible for either a) Full ZPS service inclusive of photoshoot & video-shoot on a model or b) partial ZPS process for scenarios where only content, translation or image retouching is required.

A) Full ZPS package - Photoshoot & Video Shoot

Seller's products will be passed on to ZALORA's Production Studio for photoshoot and video-shoot. Following the completion of ZPS, sample SKUs will be returned back to warehouse and will be available for sale on ZALORA's platform

Seller's responsibilities are:

a) Highlight in Inbound Shipment Request all SKUs that require ZPS service. Please refer to section ***2. Manage Inventory > Shipment Request*** for more details.

b) Service fee will be charged to the seller at the end of the monthly financial cycle of the month that the service has been provided. The ZPS fee will be visible in the Seller's Account Statement. Please refer to section ***5. Financial Reconciliation*** for more details

B) Partial ZPS package - Content, Retouching, Translation

Seller's products are not required to be passed on to ZALORA's Production Studio for the service to be provisioned.

Seller's responsibilities are:

a) Highlight the need of a partial ZPS to Seller's Account Management and / or the Seller Help Desk

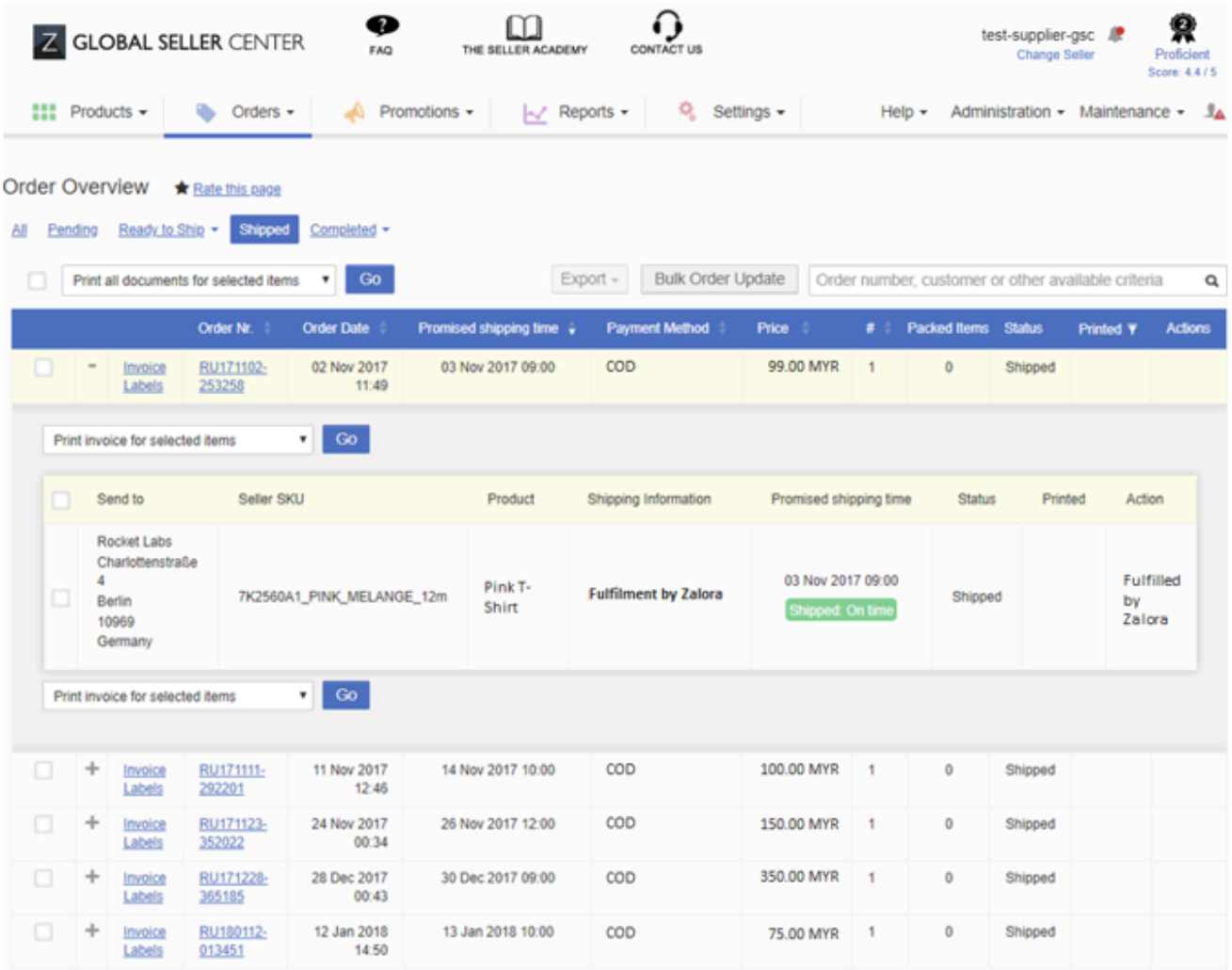
b) Seller needs to fill in and submit the Request for Production Services Form (RPF), highlighting which styles and which service is required. Seller shall clearly indicate (i) the ZALORA SKU# and (ii) the required ZPS service in the RPF form. ZALORA SKU # can be retrieved from the Product section in Seller's account. Please refer to Appendix 5 for more details about RPF.

c) Service fee will be charged to the seller at the end of the monthly financial cycle of the month that the service has been provided. The ZPS fee will be visible in the Seller's Account Statement. Please refer to section ***5. Financial Reconciliation*** for more details

Order Management

Global Seller Center receives orders from the markets which the seller has authorisation to sell in. The orders are displayed through the user interface and for Fulfilment by Zalora orders, the orders are processed in Zalora's Warehouse. FBZ is designed to enable sellers to focus on their business while Zalora handles all the intricacies of order fulfillment.

With Global Seller Center, you will have visibility on the progress of order fulfilment through the "Orders" tab. Here's a snippet of how your Order tab will look like.

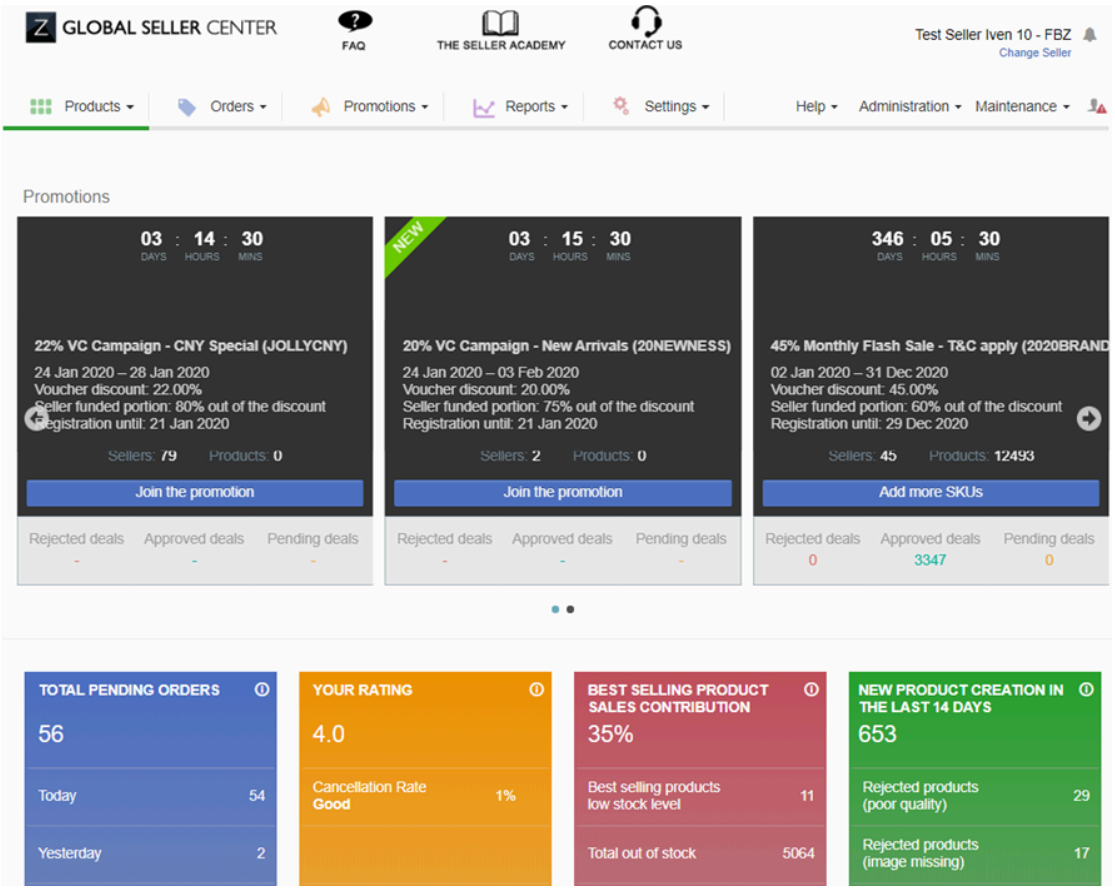


Promotions & Campaigns

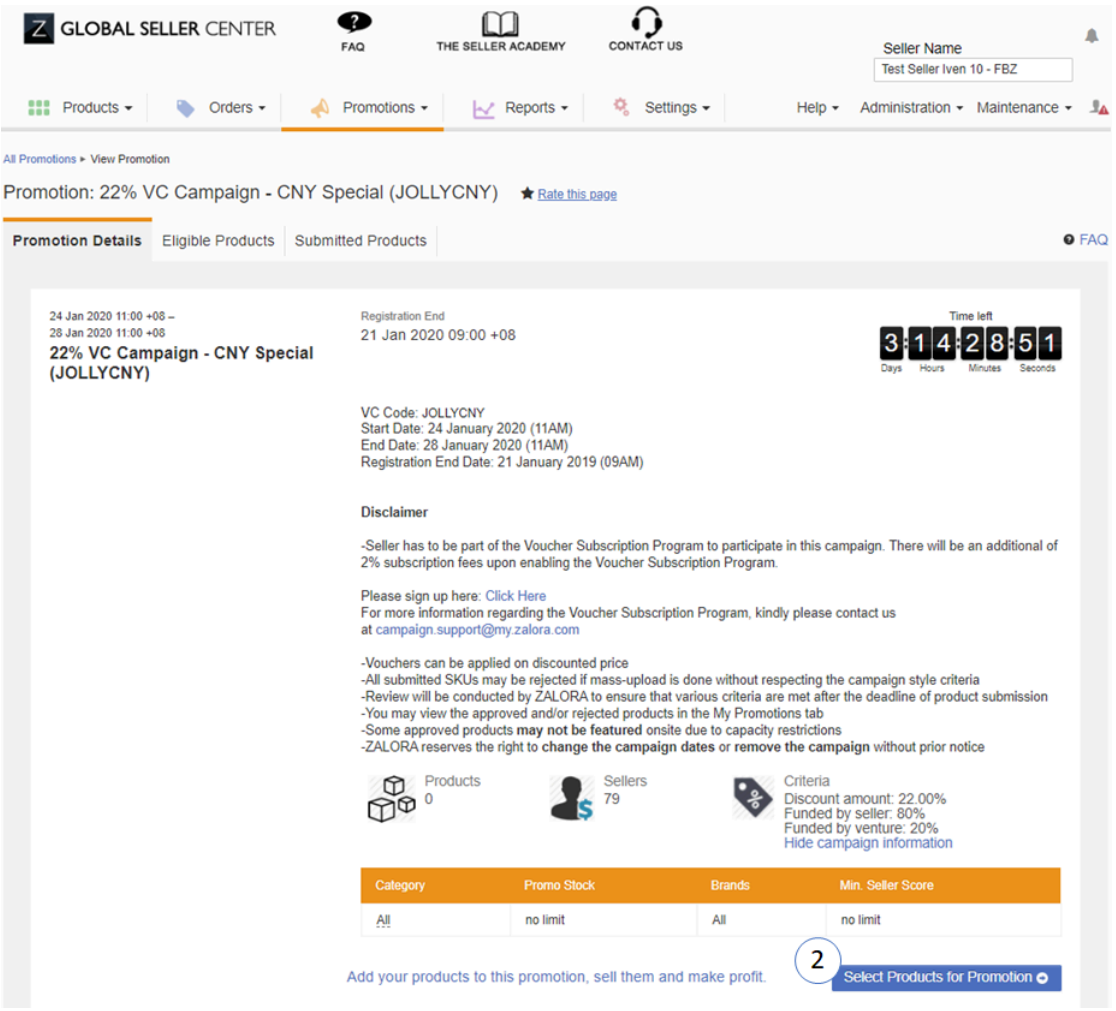
Voucher codes (also known as promo vouchers, promo codes, etc.) are one of the most common customer loyalty options implemented in Zalora. It is one of the most effective promotion mechanics that provides a % reduction from the customer's basket.

Promotions are widely used to engage customers to spend more time in Zalora and also incentivise customers to buy more products. Coupled with markdowns and special offers, the voucher code makes it easy to incentivise hesitant shoppers to finally pull the trigger. And they encourage past purchasers to place their second, third, or even tenth order.

Through Global Seller Center, you can participate in sitewide or curated promotion campaigns that are featured in Zalora. Here are some simple steps to participate in a campaign

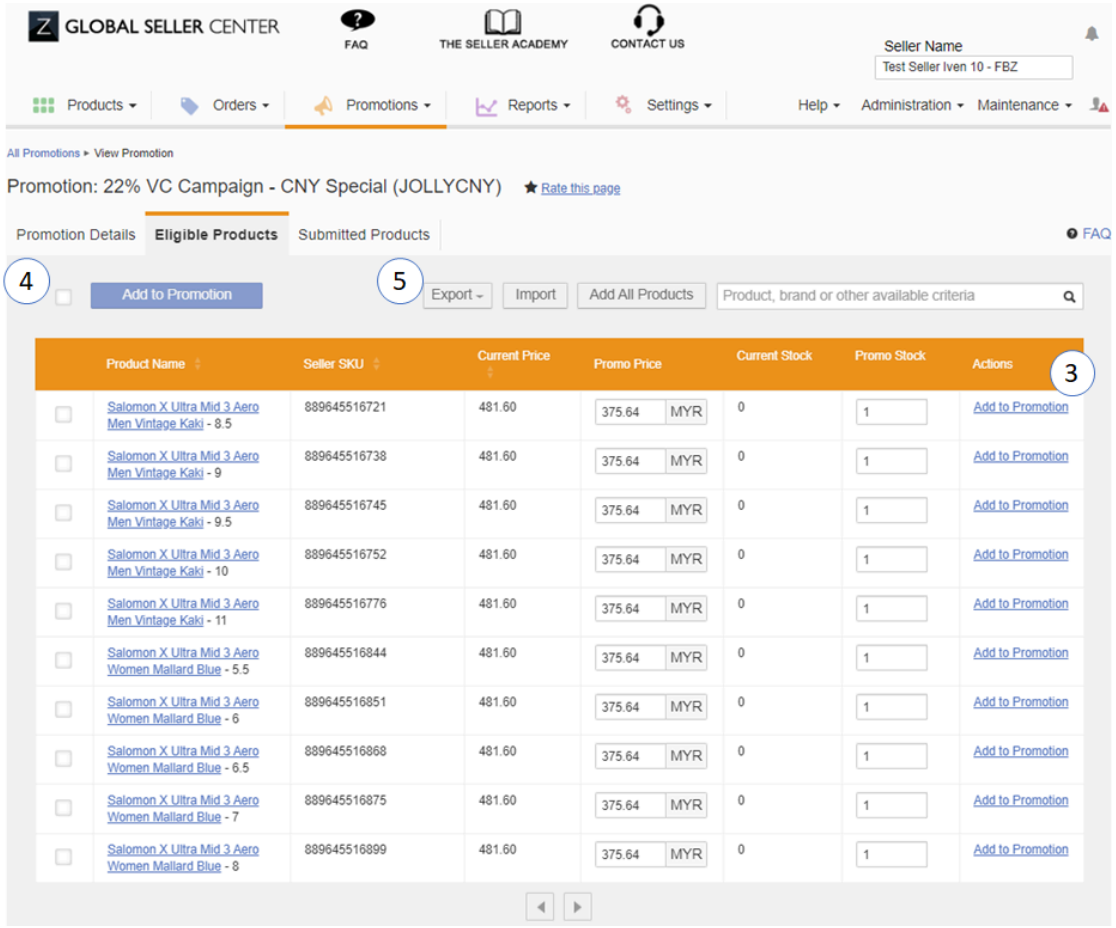
Steps	Visual Guide
1) All the upcoming promotions will appear in a carousel display on the homepage. Click on "Join the promotion" to participate in your desired promotion campaign	

2) You will be able to view the mechanics of the promotion campaign in this section. To proceed, click on “Select Products for Promotion” button at the bottom right of the page

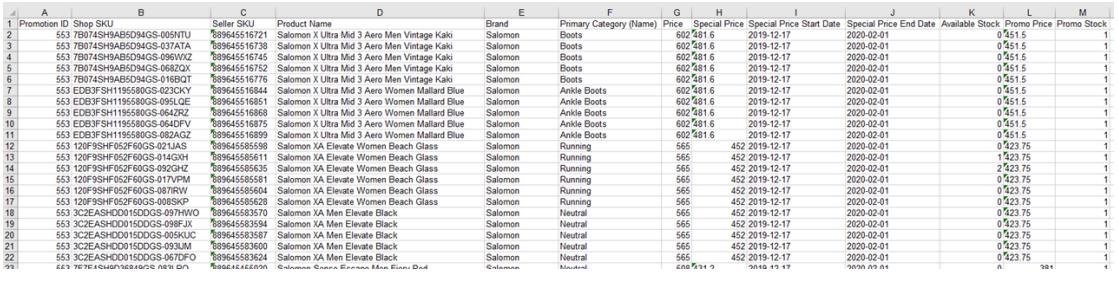


At first glance you will see all your promotion eligible products. You can adjust the promo price and promo stock through the UI

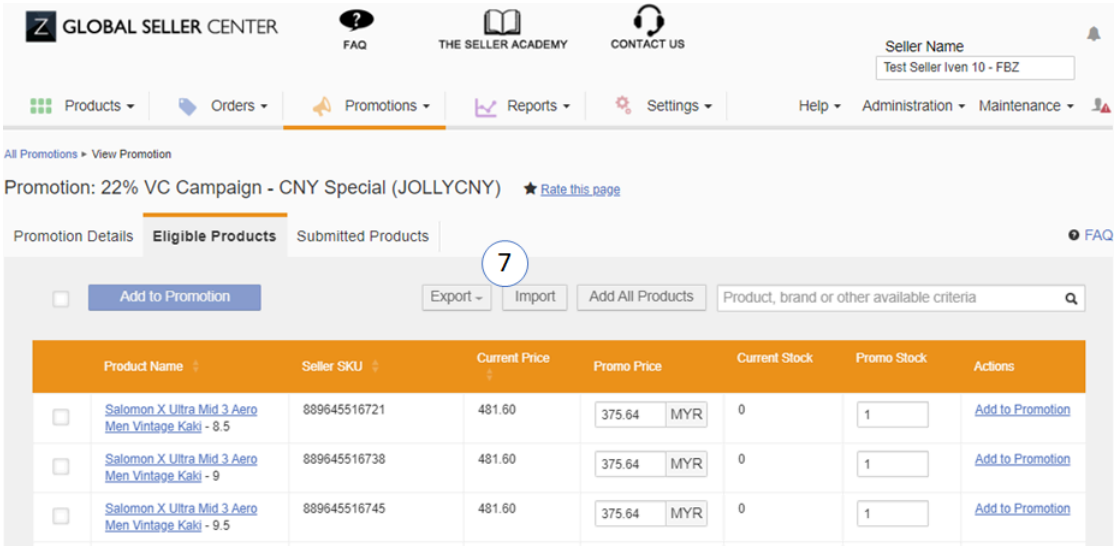
3) To add products individually into the promotion, you can do so via the “Add to Promotion” button under the “Actions” column
4) To add your products in bulk, click on the checkbox which selects all products and then subsequently click on the “Add to Promotion” button beside it.
5) If you add a curated list of products in bulk, firstly click on the “Export” button which will generate a list of promotion eligible products

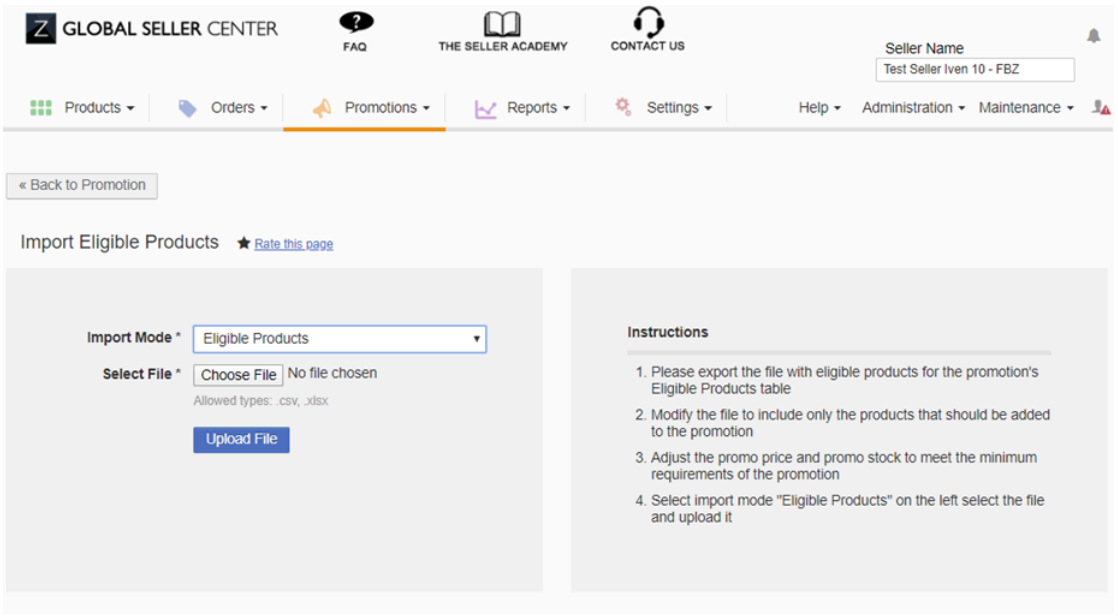


6) You can modify the product list to include only the products that should be added into the promotion

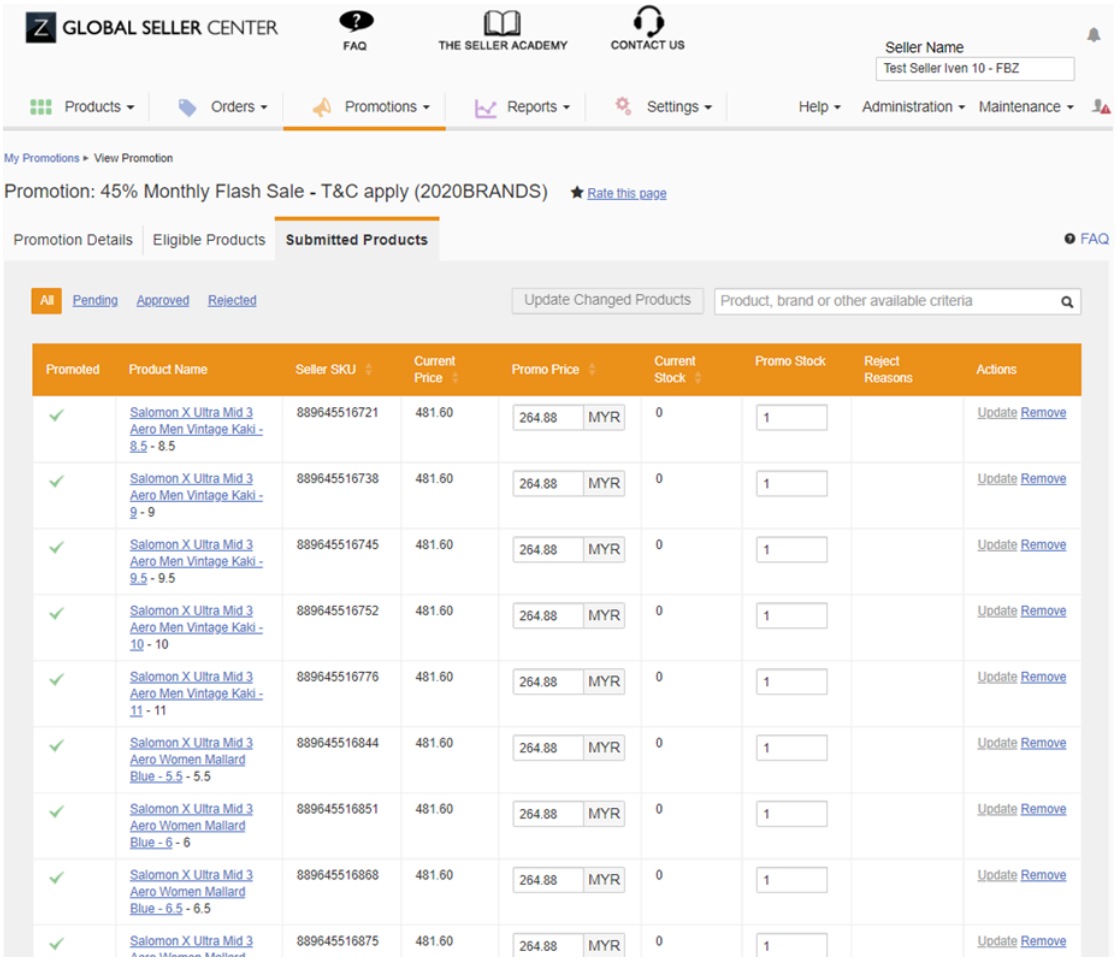


7) Click on Import to navigate to the promotion bulk import module
8) Change the import mode to “Eligible Products”, select your modified product list and then upload the file.





Once you've uploaded the file, the product list will appear under the "Submitted Products" tab. There will be a QC process that checks whether the promo price / products meet the minimum requirements of the promotion.
If the products are approved, there will be a "green tick" under the "Promoted" column on the left



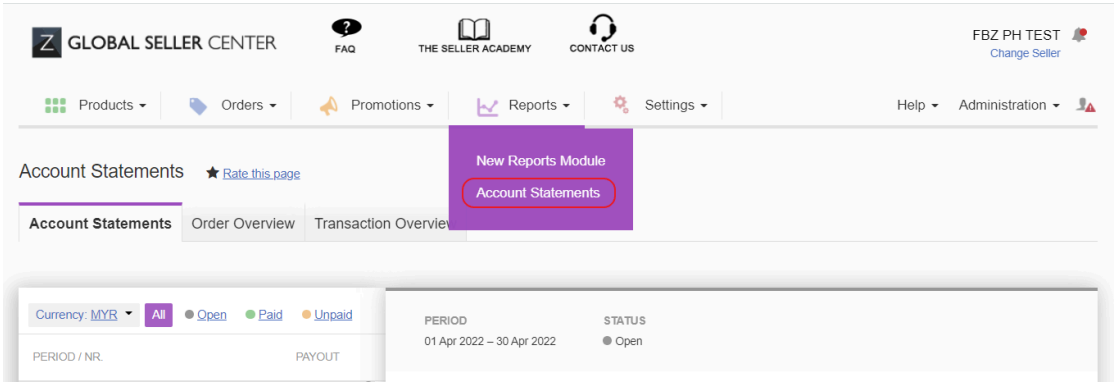
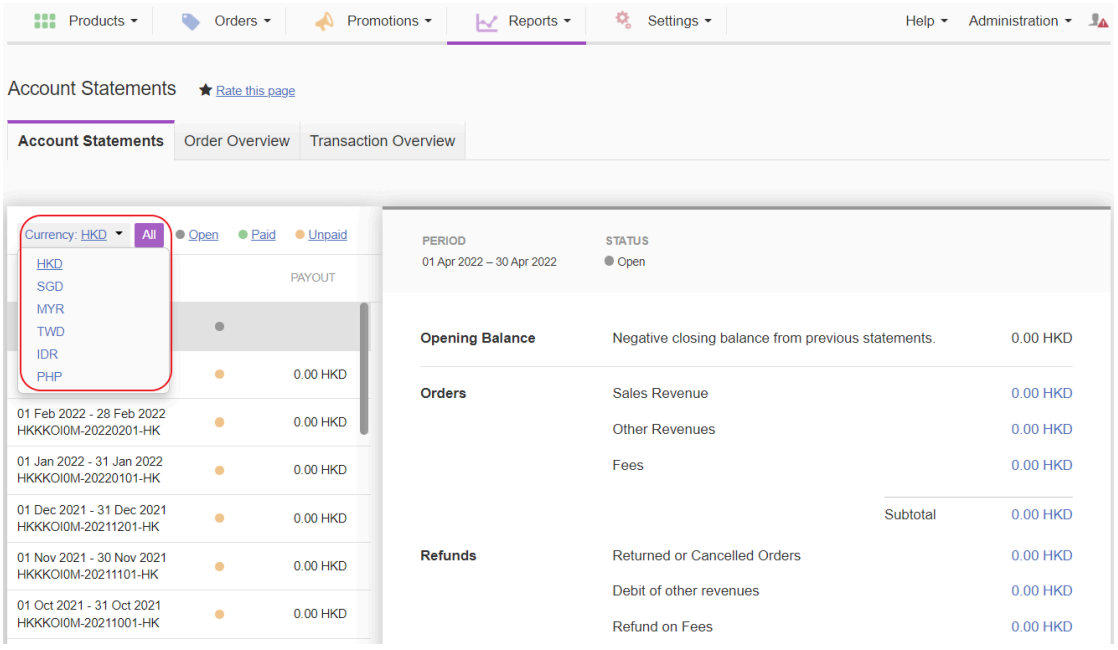
Financial Reconciliation

For each country of sale, seller would be receiving a set of Account Statement, Tax Invoice and Credit Note in the respective local currency.

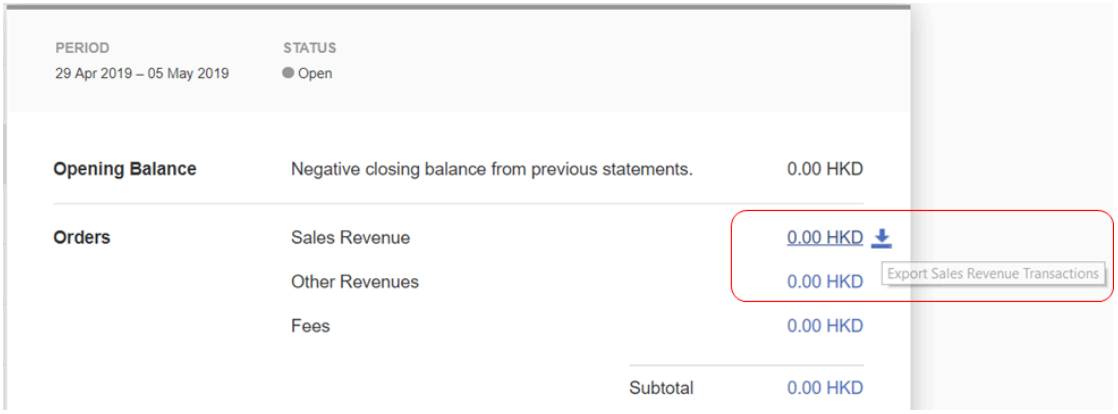
Finance reconciliation timeline are as follows:

Calendar Day	5th	18th	30th
M1	Orders delivered to customers and returns received in ZALORA WH		
M2	Account Statement	Tax Invoice and Credit Note	Payout

Account Statement

Steps	Visual Guide
1) Your Account Statement would be finalized by the 5th working day of each month' 2) It can be viewed under Reports > Account Statement	
3) Navigate to the dropdown column to view your Account Statement by country of sale: ○ SGD for SG Sales ○ MYR for MY Sales ○ HKD for HK Sales ○ TWD for TW Sales ○ PHP for PH Sales ○ IDR for ID Sales	

4) To view the detailed breakdown of the transaction, click on the dollar amount and the details will be exported.

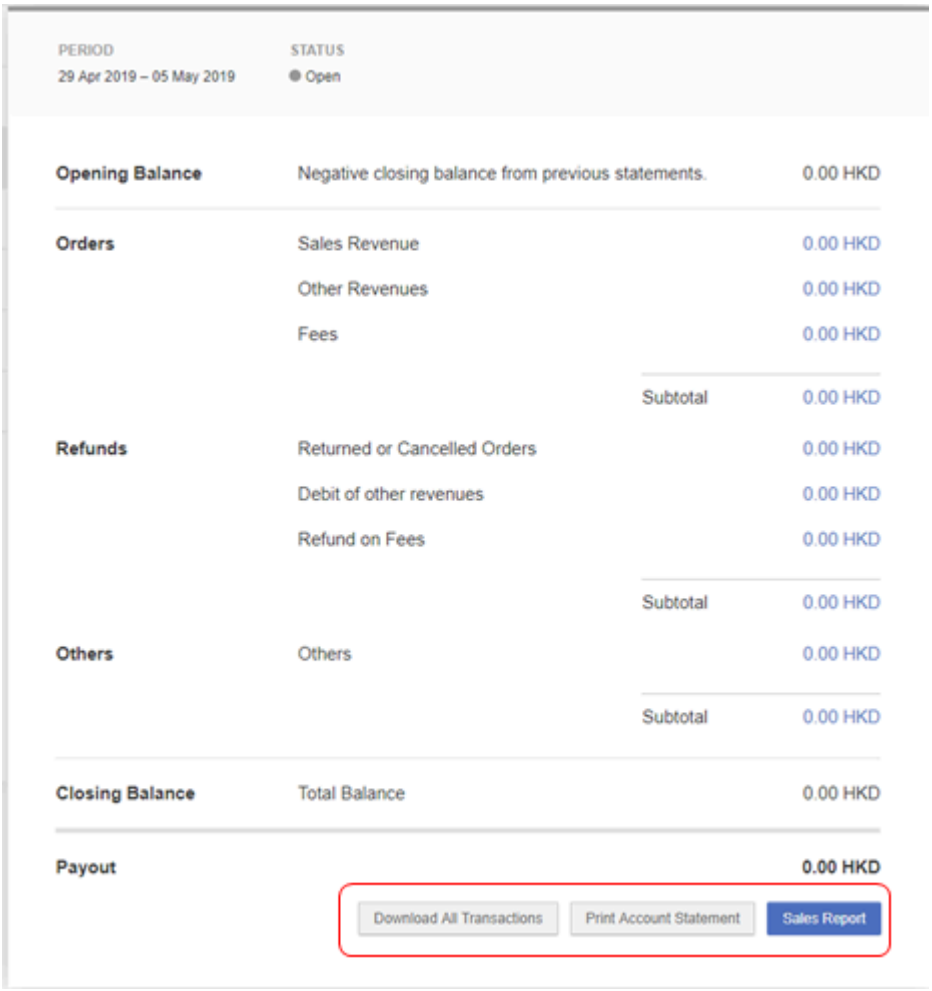


5) You also have the option to download the full transactions breakdown, printing your Account Statement and downloading your Sales Report

All monthly statement in GSC is based on "delivered" sales i.e. when order is successfully delivered to customer

Sellers are advised to download their finalized monthly Sales Report after the 5th of next month to ensure the figures on the sales report are ready.

If Payout is:
Negative balance *means Seller is owing ZALORA this amount*
Positive balance *means ZALORA owes the seller for this amount*



Tax Invoice & Credit Note

ZALORA issues tax invoice on a monthly basis after the end of the month, i.e., the tax invoice for commission and related fees incurred for January will be billed in February. The breakdown of the fees from tax invoice can be found in Seller's Account Statement.

You will receive your Tax Invoice and Credit Note via email that you have provided to us during onboarding between the 15th - 18th calendar day of the month. Due to system limitation, invoices and credit notes can only be sent to one email address. If seller wishes to override the email address with a different email address, please submit the request through VUF (Vendor Update Form). Kindly allow 3-5 days for profile updates to be reflected on the Seller Center.

Vendor Update Form - Link

If you do not receive the document please reach out to us via Seller Helpdesk.

Payment

Zalora Payment cycle to sellers is once a month. You will receive your payment by the 30th calendar day of each month. Please ensure that all documents requested are submitted completely or upon request during the onboarding period. Unsuccessful payment will be re-processed in the next payment cycle.

If you wish to change your bank account details, please submit the request through VUF. Kindly allow 3-5 days for profile updates to be reflected on the Seller Center. Failure to provide accurate information would result in delay of payment. The finance team will make payment based on the bank details submitted. After the update, payment will be made to the new bank in the next cycle payment period.

Monthly net sales will be paid if the net payout exceeds USD25. If the net payout is below USD 25, payment for this will be carried forward to the following months until the payable amount exceeds USD 25. Please note that the currency conversion rate for payout differs monthly. The rate that we are using is based on the bank's rate on the date of payment. Zalora will instruct the bank to remit the equivalent upon running the payment.

Stock Reconciliation

With ZALORA's Global Seller Centre, sellers are able to have a live view of their stock at any point in time. Sellers can access the details of their inventory through Fulfilled by ZALORA module in GSC. Please refer to section 2. Manage Inventory > Monitoring Inventory for further details.

ZALORA does not recommend a physical inventory stock take for following 4 key reasons:

- ***Compliance*** - at ZALORA we do not accommodate physical stock-take from Sellers because our warehouse holds a vast majority of brands in random (computer assigned) locations. Access to our warehouse is therefore restricted to ensure inventory of all Sellers is not at risk.
- ***Accuracy*** - despite a full physical stock take, there will always be some items left in our warehouse due to customer returns, this may cause stock discrepancy
- ***Efficiency*** - since stock is stored at random location, it is costly & time-sensitive to pull out all Seller's stock and arrange shipments to send the stock back to Seller's warehouse
- ***Opportunity Cost*** - performing a physical stock take would require deactivation of the Seller's inventory, bringing products down from the website, and resulting in several days of lost sales

The standard practice at ZALORA when it comes to stock reconciliation, is the sharing of a detailed stock movement report to our Sellers. Our system captures every single stock movement in our warehouse, and thus will be able to give the Seller the most accurate stock figure, at any time reference.

Stock Movement Report is available to the Seller upon request for the following two purposes:

1. financial auditing;
2. reconciliation at the end of each quarter or at brand termination.

Stock Reconciliation shall follow ZALORA's standard Stock Reconciliation Policy (Appendix 4). Please reach out to the POC from ZALORA's Vendor Management Teams for further clarification.

Disputes

For any disputes on the Account Statement, please raise it to us via Seller Helpdesk. We will be assisting with your enquiries there.

If the dispute raised is valid, we will input the entries in the current Account Statement. No retrospective change to the previous statement will be done.

Fees

All Fees shall be applicable unless stated as waived in the FBZ Commercial Terms. All percentage and value shown in the agreement is the nett value. There may be additional tax charges when ZALORA bill to sellers and this depends on current country market tax policies.

1. **Commission Fee**
   Fee charged per item and shall be calculated in accordance with the Commercial Terms. In the event of returned products, Seller is entitled to a refund of the Commission.

2. **Payment Gateway Fee**
   Fee charged per item and shall be calculated in accordance with the Commercial Terms. This fee is non refundable even when the item is returned as it is used to recover back the charges for online payment services offered by ZALORA to the Seller.

3. **Delivery Fee**
   Fee charged to cover logistics incurred for order delivery. It can be charged on a (i) per parcel or (ii) per item basis in accordance with the Commercial Terms. Fee is non refundable even when the item is returned from customer.

4. **Return Delivery Fee**
   Fee charged per item to cover the cost incurred for returns in accordance with the Commercial Terms.

5. **Warehouse Fee**
   Fee charged for each item sold by the seller to cover services provided by ZALORA regarding inbounding, picking, packing and dispatching the items from ZALORA warehouse. Fee is non refundable even when the item is returned from the customer. Details of the charges can be found in the Account Statement under Others > FBZ Warehouse Fee.

6. **Long Term Storage Fee**
   Fee charged for the storage of each item in ZALORA warehouse beyond 12 months. It will be charged manually on a monthly basis and the details can be found in the Account Statement under Others > Long Term Storage. Fee incurred for the current month will be billed in the following month.

   Further details of items charged per month will be shared by the Account Manager after the 15th of every month. For sellers without an Account Manager you can reach us via Seller Helpdesk for the details.

7. **Return to Seller Fee**
   Fee charged for each item returned from ZALORA warehouse to the seller, to cover the inbound, pick and pack of the items for return. The Fee is charged manually once the seller has picked up stocks from ZALORA warehouse. Details can be found in the Account Statement under Fees > Down Payment.

   Except for sellers that have been terminated from our platform, you can make arrangement to pick up the items from ZALORA Warehouse once the payments of Return to Seller Fee have been made.

8. **Voucher Subscription Fee**
   Fee charged per item for enabling voucher applicability and shall be calculated in accordance with the Commercial Terms. In the event of returned products, Seller is entitled to a refund.

9. **Value Added Service Fee**
   Fee charged per item for any value-added service, including but not limited to repackaging, relabelling, hanger or security tag removal and unbundling of items. VAS invoices will be issued by our finance O2C Non Trade team and billed separately from other fees hence it will not appear under Seller's Account Statement. If you would like to specifically request for VAS, please reach out to your Account Manager or to us via Seller Helpdesk.

10. **ZPS Fee**
    Fee charged to Seller who opts for ZALORA's photography services. It will be charged at the end of the monthly financial cycle of the month that the service has been provided. The transaction can be found in the Account Statement under Fees > Studio Fee.

ZALORA

Tax

Below are indirect tax rates applicable to each country. Please note that these rate is subject to change depending on the government tax policies

Country	Marketplace and related fees	Import of goods (VAT rates)
Singapore	7% (up to 31 Dec 2022) 8% (1 Jan 2023 to 31 Dec 2023) 9% (wef 1 Jan 2024)	7% (up to 31 Dec 2022) *for orders above S$400 and for dangerous/flammable goods 8% (1 Jan 2023 to 31 Dec 2023) *for all orders (GST on low value goods come into effect 1 Jan 2023) 9% (wef 1 Jan 2024) *for all orders
Malaysia	6% for delivery fees 8% for prescribed fees	10%
Taiwan	0%	15% (5% VAT, 10% Import Duty)
Hong Kong	0%	0%
Philippines	12%	12% *for orders above PHP 10,000
Indonesia	10% (before 1 April 2022) 11% (wef 1 April 2022)	10% (before 1 April 2022) 11% (wef 1 April 2022)

**Rate is updated as at 10 June 2022*

**Withholding (WHT) tax -- will be applicable to certain sellers in certain market like TW , ID & PH*

If a fee is refunded due to customer return/cancellation, the tax charged on those fees will be refunded accordingly. However, if the fee is not refundable e.g. payment gateway fee, in the event if a customer returns/order is cancelled, previously charged tax on such fee will not be refunded.

Please note that there is no refund on Import Fees charged.

2-Years Aging Stocks

ZALORA's warehouse regional fulfillment center in Malaysia is a licensed Public Bonded Warehouse. Therefore, based on the bonded warehouse regulation, any items imported into a bonded warehouse and have remained unsold up to 2 years from the date of importation, will be subjected to SST. For the items that are aging close to 2 years, ZALORA will send out an email with the total list the impacted items and sellers can decide between these 3 options:

1. Pay 10% taxes to keep the items in the warehouse and continue selling;
2. Collect the items back from our warehouse;
3. Request ZALORA to proceed for disposal of the items.

Appendix

Appendix 1: Seller Center API Integration

SellerCenter allows a seller to manage the products and orders in their online store. Accordingly, the Seller Center API enables the programmatic maintenance of products and orders. Generally speaking, all requests originate with you; in other words, you contact the API. The API does not contact you. More specifically, each request is an HTTP request directed to an endpoint. Depending on what you want to achieve, you will either perform an HTTP request with a GET or POST verb.

In most cases, the call involves only HTTP URL parameters, such as the call to GetProducts, which is as simple as this:

https://sellercenter-api.zalora.com?Action=GetProducts&Filter=all&Format=XML&Timestamp=2020-04-03T11%3A06%3A02%2B08%3A00&UserID=iven.l%40my.zalora.com&Version=1.0&Signature=bdf9c8e8ce8c2e83ed8ebb825cb138c11d

For a FBZ seller, the main Seller Center API that is beneficial for you is the Product Endpoint, which involves ProductCreate, ProductUpdate, etc etc. Since fulfilment is handled by Zalora's Warehouse, you do not need to update the order status. Do note that requesting shipment requests / returns from warehouse are not enabled through API calls and you will have to perform the request in Global Seller Center.

Here are some useful links for you to get started with Seller Center API integration
Seller Center Official Documentation - Link
Zalora Integration Guide - Link

ZALORA

Appendix 2: Product Fields in Product Creation Template

Fields	Remarks
Name	Name of product displayed on ZALORA website. Mandatory
NameZhHk	Name of product displayed on ZALORA Hong Kong website (when Chinese language is selected). Mandatory
NameTw	Name of product displayed on ZALORA Taiwan website (when Chinese language is selected). Mandatory
NameId	Name of product displayed on ZALORA Indonesia website. Mandatory
SkuSupplierConfig	SKU of product (config). Mandatory
Brand	Brand of Product. Mandatory
PrimaryCategory	Main category associated with product. Mandatory
SubCatType	Type of product. Mandatory
Range	Product Type (Women). To be used only for Petite, Maternity or Plus Size SKUs.
BrowseNodes	A list of arbitrary comma-separated category ids.
ColorFamily	Color for the color filter on ZALORA website. Customer uses this to find the product using color filters on website
Color	Color that is displayed on the ZALORA website. This is the color shown on the product label.
ColorZhHk	Color that is displayed in ZALORA Hong Kong website (when Chinese Language is selected). This is the color shown on the product label.
ColorTw	Color that is displayed in ZALORA Taiwan website (when Chinese Language is selected). This is the color shown on the product label.
ColorId	Color that is displayed in ZALORA Indonesia website. This is the color shown on the product label.
ParentSku	To group variations (e.g. different sizes) of a product together fill this field with the SellerSKU of the first product.
SellerSku	SKU identifier of product (simple). Mandatory
ProductId	EAN Barcode of the SKU. These EAN numbers must be as per what is on the physical items (if available).
Price	Price for the SKU in Hong Kong Dollars (HKD). Mandatory
SalePrice	Temporary Sale Price in Hong Kong Dollars (HKD).
SaleStartDate	Start Date for Sale Price in Hong Kong Dollars (HKD).
SaleEndDate	End Date for Sale Price in Hong Kong Dollars (HKD).
Quantity	Quantity of SKU to be listed in ZALORA. Mandatory

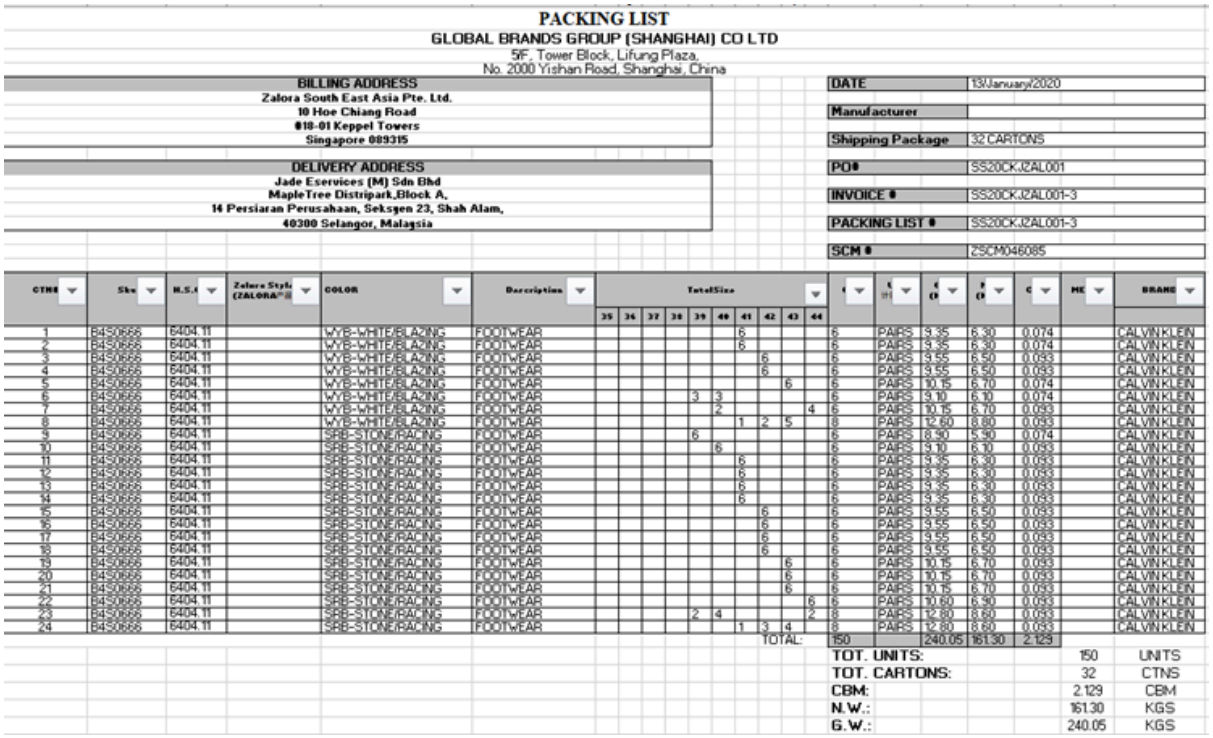
Sizesystembrand	Size system used by brand. Mandatory
Variation	Size of Product. Mandatory
Gender	Gender of the product. Mandatory
Year	Year of the season.
Season	This attribute is used for specifying the season which is suited best for the fashion-product.
Modeiswearing	Size of the garment the model is wearing displayed on ZALORA website.
CareLabel	Care label details of product that is displayed in ZALORA website.
CareLabelZhHk	Care label details of product that is displayed in ZALORA Hong Kong website (when Chinese language is selected).
CareLabelTw	Care label details of product that is displayed in ZALORA Taiwan website (when Chinese language is selected).
CareLabelId	Care label details of product that is displayed in ZALORA Indonesia website.
Material	The Product fabric of material information to be displayed on ZALORA website
MaterialZhHk	The Product fabric of material information to be displayed on ZALORA Hong Kong website (when Chinese language is selected)
MaterialTw	The Product fabric of material information to be displayed on ZALORA Taiwan website (when Chinese language is selected)
MaterialId	The Product fabric of material information to be displayed on ZALORA Indonesia website
Description	Hyphenated unique selling points to describe the product. To be displayed on ZALORA website. Mandatory
ShortDescriptionZhHk	Hyphenated unique selling points to describe the product. To be displayed on ZALORA Hong Kong website (when Chinese language is selected)
ShortDescriptionTw	Hyphenated unique selling points to describe the product. To be displayed on ZALORA Taiwan website (when Chinese language is selected)
ShortDescriptionId	Hyphenated unique selling points to describe the product. To be displayed on ZALORA Indonesia website
Measurements	The Product measurement details to be displayed on ZALORA website
MeasurementsZhHk	The Product measurement details to be displayed on ZALORA Hong Kong website (when Chinese language is selected)
MeasurementsTw	The Product measurement details to be displayed on ZALORA Taiwan website (when Chinese language is selected)
MeasurementsId	The Product measurement details to be displayed on ZALORA Indonesia website

Modelbodymeasurements	Model's body measurements relevant to the product displayed on ZALORA website
ModelbodymeasurementsZhHk	Model's body measurements relevant to the product displayed on ZALORA Hong Kong website (when Chinese language is selected)
ModelbodymeasurementsTw	Model's body measurements relevant to the product displayed on ZALORA Taiwan website (when Chinese language is selected)
ModelbodymeasurementsId	Model's body measurements relevant to the product displayed on ZALORA Indonesia website
Luxury	*Crucial for luxury products. Kindly select either "Luxe | Premium | Lux Outlet | Pre-loved" in order for your products to be displayed under ZALORA's luxury segment onsite. "Official Store" should only be selected if you are the official principal seller of the luxury brand.
OfficialStore	ONLY FOR LUXURY SELLERS. Kindly only do select this if you are the official seller of the luxury brand and have been advised to do so.
Condition	Condition of the Pre-loved item
PriceMy	Price of product in ZALORA Malaysia. Mandatory
TempMarkdownPriceMy	Sale Price of product in ZALORA Malaysia
TempMarkdownFromMy	Start Date of Sale Price in ZALORA Malaysia
TempMarkdownToMy	End Date of Sale Price in ZALORA Malaysia
PriceSg	Price of product in ZALORA Singapore. Mandatory
TempMarkdownPriceSg	Sale Price of product in ZALORA Singapore
TempMarkdownFromSg	Start Date of Sale Price in ZALORA Singapore
TempMarkdownToSg	End Date of Sale Price in ZALORA Singapore
PriceTw	Price of product in ZALORA Taiwan. Mnadatory
TempMarkdownPriceTw	Sale Price of product in ZALORA Taiwan
TempMarkdownFromTw	Start Date of Sale Price in ZALORA Taiwan
TempMarkdownToTw	End Date of Sale Price in ZALORA Taiwan
PricePh	Price of product in ZALORA Philippines. Mandatory
TempMarkdownPricePh	Sale Price of product in ZALORA Philippines
TempMarkdownFromPh	Start Date of Sale Price in ZALORA Philippines
TempMarkdownToPh	End Date of Sale Price in ZALORA Philippines
PriceId	Price of product in ZALORA Indonesia. Mandatory
TempMarkdownPriceId	Sale Price of product in ZALORA Indonesia
TempMarkdownFromId	Start Date of Sale Price in ZALORA Indonesia

TempMarkdownToId	End Date of Sale Price in ZALORA Indonesia
BoxHeightSimple	The height of the box used for packaging, in cm
BoxLengthSimple	The length of the box used for packaging, in cm
BoxWidthSimple	The width of the box used for packaging, in cm
WeightSimple	The estimated package weight (including packaging) in kg
ProductGroup	Field to group products of the same brand, e.g. used to have products of the same color list together on the product detail page in the Shop.
ShipmentType	Fulfillment by Zalora
MainImage	Main image of product to be displayed on ZALORA Website
Image2	Second image of product to be displayed on ZALORA Website
Image3	Third image of product to be displayed on ZALORA Website
Image4	Fourth image of product to be displayed on ZALORA Website
Image5	Fifth image of product to be displayed on ZALORA Website
Image6	Sixth image of product to be displayed on ZALORA Website
Image7	Seventh image of product to be displayed on ZALORA Website
Image8	Eighth image of product to be displayed on ZALORA Website

ZALORA

Appendix 3a: Sample Packing List



PACKING LIST

GLOBAL BRANDS GROUP (SHANGHAI) CO LTD

5F, Tower Block, Lifung Plaza,
No. 2000 Yishan Road, Shanghai, China

BILLING ADDRESS
Zalora South East Asia Pte. Ltd.
10 Hoe Chiang Road
#18-01 Keppel Towers
Singapore 089315

DELIVERY ADDRESS
Jade Eservices (M) Sdn Bhd
MapleTree Distripark,Block A,
14 Persiaran Perusahaan, Seksyen 23, Shah Alam,
40300 Selangor, Malaysia

DATE	13/January/2020
Manufacturer	
Shipping Package	32 CARTONS
PO#	SS20CKJZAL001
INVOICE #	SS20CKJZAL001-3
PACKING LIST #	SS20CKJZAL001-3
SCM #	ZSCM046085

CTN#	Sku	H.S.(	Zalora Styl (ZALORA	COLOR	Description	TotalSize														
						35	36	37	38	39	40	41	42	43	44					
1	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR							6				6	PAIRS	9.35	6.30	0.074		CALVINKLEIN
2	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR							6				6	PAIRS	9.35	6.30	0.074		CALVINKLEIN
3	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR								6			6	PAIRS	9.55	6.50	0.093		CALVINKLEIN
4	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR								6			6	PAIRS	9.55	6.50	0.093		CALVINKLEIN
5	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR									6		6	PAIRS	10.15	6.70	0.074		CALVINKLEIN
6	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR					3	3					6	PAIRS	9.10	6.10	0.074		CALVINKLEIN
7	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR						2				4	6	PAIRS	10.15	6.70	0.093		CALVINKLEIN
8	B4S0666	6404.11		WYB-WHITE/BLAZING	FOOTWEAR							1	2	5		8	PAIRS	12.60	8.80	0.093		CALVINKLEIN
9	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR					6						6	PAIRS	8.30	5.90	0.074		CALVINKLEIN
10	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR						6					6	PAIRS	9.10	6.10	0.093		CALVINKLEIN
11	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR							6				6	PAIRS	9.35	6.30	0.093		CALVINKLEIN
12	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR							6				6	PAIRS	9.35	6.30	0.093		CALVINKLEIN
13	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR							6				6	PAIRS	9.35	6.30	0.093		CALVINKLEIN
14	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR							6				6	PAIRS	9.35	6.30	0.093		CALVINKLEIN
15	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR								6			6	PAIRS	9.55	6.50	0.093		CALVINKLEIN
16	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR								6			6	PAIRS	9.55	6.50	0.093		CALVINKLEIN
17	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR								6			6	PAIRS	9.55	6.50	0.093		CALVINKLEIN
18	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR								6			6	PAIRS	9.55	6.50	0.093		CALVINKLEIN
19	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR									6		6	PAIRS	10.15	6.70	0.093		CALVINKLEIN
20	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR									6		6	PAIRS	10.15	6.70	0.093		CALVINKLEIN
21	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR									6		6	PAIRS	10.15	6.70	0.093		CALVINKLEIN
22	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR										6	6	PAIRS	10.60	6.90	0.093		CALVINKLEIN
23	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR					2	4				2	8	PAIRS	12.80	8.60	0.093		CALVINKLEIN
24	B4S0666	6404.11		SRB-STONE/RACING	FOOTWEAR							1	3	4		8	PAIRS	12.80	8.60	0.093		CALVINKLEIN
													TOTAL:			150		240.05	161.30	2.129		

TOT. UNITS:	150	UNITS
TOT. CARTONS:	32	CTNS
CBM:	2.129	CBM
N.W.:	161.30	KGS
G.W.:	240.05	KGS

Appendix 3b: Sample House Airway Bill

Note: Mandatory correct information to be inputted in the HAWB are the consignee details & ZSCM# (unique shipping reference number provided by ZALORA) as shown in red below.

157 59680003 HAWB No: VEJA20084333

Shipper's Name and Address	Shipper's Account Number
	Not Negotiable **House Air Waybill** Issued by Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity.
Consignee's Name and Address Jade Eservices Malaysia Sdn Bhd Block A, MapleTree Distripark Persiaran Perusahaan, Section 23 SHAH ALAM 10 40300 MY	Consignee's Account Number MYZASOASSHA
	It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREON BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.
Issuing Carrier's Agent Name and City	Accounting Information
Agent's IATA Code	Account No.
Airport of Departure (Addr. of First Carrier) and Requested Routing	Reference Number / Optional Shipping Information (FRT PREPAID

To	By First Carrier	Routing and Destination to	by	to	by	Currency	CHGS Code	WT/VAL PPD	WT/VAL COLL	Other PPD	Other COLL	Declared Value for Carriage	Declared Value for Customs
		KUL					PP	X		X		NVD	NCV

Airport of Destination	Requested Flight/Date	Amount of Insurance	INSURANCE - If Carrier offers Insurance, and such Insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked "amount of insurance".
KUALA LUMPUR	(	XXX	

Handling Information DK/RA/02570-01 PRINTED : 08-JAN-20 10:02 /AS2 AIRSAVE DOOR TO AIRPORT/SPX+EDD

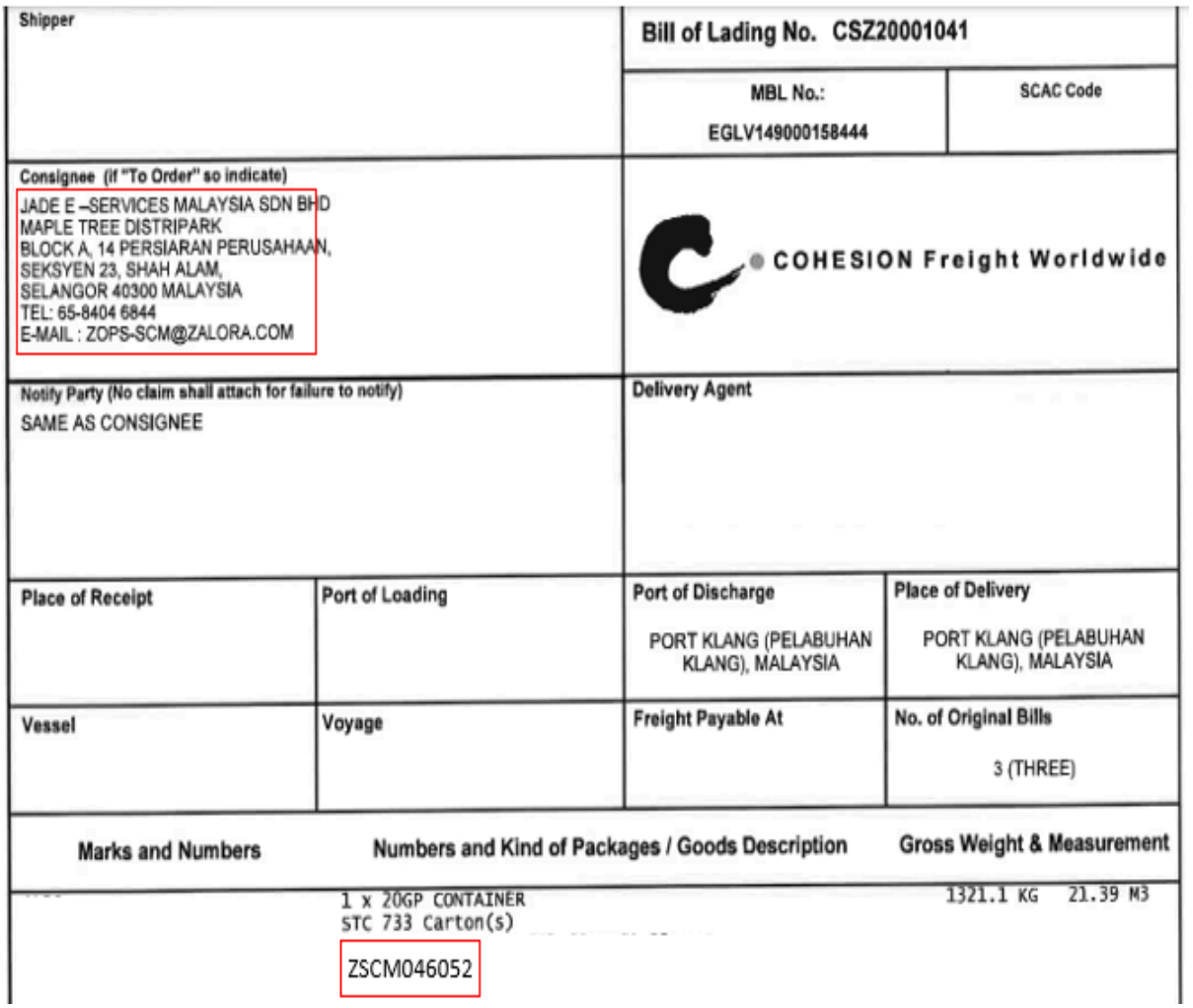
SCI: X

No. Of Pieces RCP	Gross Weight	kg lb	Rate Class / Commodity Item No.	Chargeable Weight	Rate / Charge	Total	Nature and Quantity of Goods (incl. Dimensions or Volume)
1	36.0	K	Q	85.0		As Agreed	Garments, clothes Ref 070120328024 02 pcs packed on 01 pallet MY0129/1pll/2cll/T2/Anders

ZSCM045759

Appendix 3c: Sample Bill of Lading

Note: Mandatory correct information to be inputted in the BL are the consignee details & ZSCM# (unique shipping reference number provided by ZALORA) as shown in red below.



Shipper	Bill of Lading No. CSZ20001041	
	MBL No.: EGLV149000158444	SCAC Code

Consignee (if "To Order" so indicate)

JADE E –SERVICES MALAYSIA SDN BHD
MAPLE TREE DISTRIPARK
BLOCK A, 14 PERSIARAN PERUSAHAAN,
SEKSYEN 23, SHAH ALAM,
SELANGOR 40300 MALAYSIA
TEL: 65-8404 6844
E-MAIL : ZOPS-SCM@ZALORA.COM

COHESION Freight Worldwide

Notify Party (No claim shall attach for failure to notify)

SAME AS CONSIGNEE

Delivery Agent

Place of Receipt	Port of Loading	Port of Discharge	Place of Delivery
		PORT KLANG (PELABUHAN KLANG), MALAYSIA	PORT KLANG (PELABUHAN KLANG), MALAYSIA

Vessel	Voyage	Freight Payable At	No. of Original Bills
			3 (THREE)

Marks and Numbers	Numbers and Kind of Packages / Goods Description	Gross Weight & Measurement
	1 x 20GP CONTAINER STC 733 Carton(s) ZSCM046052	1321.1 KG 21.39 M3

Appendix 3d: Sample Material Safety Data Sheet (MSDS)

maxell

SAFETY DATA SHEET

The batteries are exempt articles and are not subject to the OSHA Hazard Communication Standard Requirement. This sheet is provided as technical information only. The information and recommendations set forth are made in good faith and are believed to be accurate as of the date of preparation. However, **Maxell makes no warranty expressed or implied.**

Section 1 - Product and Company Identification

Product Name	Sizes:	Date of preparation:
Zinc Silver Oxide Battery (SR) **(Mercury Free)**	All	Jan. 1, 2017
Company: Hitachi Maxell, Ltd., Energy Division, Design Department	Telephone Numbers: 81-(0)794-63-8054	
Address (Number, Street, City, State, and ZIP Code): 5, Takumidai, Ono-shi, Hyogo 675-1322, Japan	Fax Numbers: 81-(0)794-63-8445	

Section 2 - Hazards Identification

Improper handling of the battery could lead to distortion, leakage*, overheating, or explosion and cause human injury or equipment trouble. Especially touch with liquid leaked out of battery could cause injury like a loss of eyesight. . Please strictly observe safety instructions.
(* Leakage is defined as an unintended escape of liquid from a battery.)

Section 3 - Composition/Information on Ingredients

Ingredient	CAS#	Content (wt %)
Silver Oxide (Ag_2O)	20667-12-3	5 to 45
Manganese Dioxide (MnO_2)	1313-13-9	0 to 30
Potassium Hydroxide (KOH)	1310-58-3	0 to 5
Sodium Hydroxide (NaOH)	1310-73-2	0 to 3
Mercury (Hg)	7439-97-6	Not used
Zinc (Zn)	7440-66-6	2 to 15
Carbon (C)	7782-42-5	0.1 to 5

Appendix 3e: Sample Permission Request Slip (PRS)

AEO **JABATAN KASTAM DIRAJA MALAYSIA**
ROYAL MALAYSIAN CUSTOMS DEPARTMENT
Authorized Economic Operator

Permission Request Slip - Import

Permission Request No: L0021-2019-04-P4-1-00011

Date: 18/04/2019
Time: 05:56:04 PM

1D46DD1362D19J25

SMK Release Number	: J25-2019-1-04-600136	Date of Import : 18/04/2019
AEO Reference	: JELOGMY0419-2424/SG/ROAD/SALIHIN	
Release Station	: J25 - TANJONG KUPANG,JOHOR	
Container Number	: CONVENTIONAL	
Consignment Ref No	: 256916011	
AEO ID (MRA CODE)	: L0021 (MYL0021H150002)	
AEO Name	: JADE ESERVICES MALAYSIA SDN BHD	
Exporter Name	: ACTUALLY PTE LTD	
Transport Mode	: 3 - ROAD	
Vehicle No.	: JTA6398	
Trailer No.	: -	
Consignment Note	: INV02493	
General Description of Goods	: FASHION PRODUCTS : EXCHANGE RATE : SGD 3.0441	

256916011

Number of Packages	: 1 PALLET (GENERAL)	
Measurement(m^3)/Weight(KGM)	: 0.0000/336.0000	
Total Value (RM)	: 152458.88	
Approval Permit Number	: -	
Exemption Letter Number	: -	
Country of Origin	: SG - SINGAPORE	
Brand Name	: -	
Commodity	: -	
Transaction Type	: I - IMPORT NORMAL (TO PCA)	
Cargo Type	: O - OTHERS	
Container Status	: 8 - CONVENTIONAL CARGO	
Terminal Operator	: -	
Forwarding Agent	: NOT APPLICABLE	
Place Of Lading	: SINSG	Place Of Discharge : SHHMY
Tariff Code	:	

Official Use

Release Station

Vehicle No : _____

Release Date : _____

Release Station : _____

Released By : _____

Printed Copy: 1

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Appendix 3f: Sample Consolidated Statement (CS)

Import Declaration

SMK Form No.: W20-2019-10-4-700814
Duty Amount: 3330.65 **SST Amount:** 3330.66
Exemption Amount: 0.00
PRS/CS No.: L0021-2019-04-P4-1-00012 / L0021-2019-04-P4-1-012
Consignee: B973005A
JADE ESERVICES MALAYSIA SDN BHD
UNIT A-5-1 LEVEL 5, BLOCK A SOUTHGATE COMMERCIAL CENTRE JALAN CHAN SOW LIN, 55200 KUALA LUMPUR
Consignor:
DR MARTENS AIRWAIR HONG KONG LTD
UNIT 2902B-5 29/F,148 ELECTRIC ROAD, NORTHPOINT HONG KONG
Agent: PF0126
FSM LOGISTICS SDN BHD
45-01-1,LORONG BATU NILAM 1A,BANDAR BUKIT TINGGI, 41200 KLANG, SELANGOR
Declarant Name: AHMAD SALIHIN BIN MOHAMMAD
Declarant IC / Status: 911022035237 / EXCUTIVE
OGA Code / Branch: /
OGA Permit / Year: /
Shipping Agent:
Consignment Notes 1/2/3: 80703121716 / BHK19040479A /
Invoice No. / Date: IN1904-00012148 / 2019-04-16
Remarks:
Gen. Goods Description: FASHION PRODUCTS : ZSCM025657 EXCHANGE RATE : HKD 0.5251
Container Numbers:

Import Date: 2019-04-19
Transaction Type: IMPORT NORMAL (TO PCA)
Transport Mode: 4 - AIR
Vessel Name / ID / Voyage: / /
Vehicle (Mover / Trailer): /
Flight No. / Arrival Date: AK135 / 2019-04-18
Place of Import: SPAMY - SEPANG, MALAYSIA
Place of Landing: HKGHK - HONG KONG
Transshipment:
Payment To: HK - HONG KONG
FOB / Freight: MYR 31720.56 / MYR 1268.82
Insurance / Other Charges: MYR 317.21 /
CIF Value: 33306.59
Weight / Measurement: 266 /
No. of Packages / Type: 26 / PK - PACKAGE
Cargo Class: O - OTHERS
Shipment Type / Container Stat: P - Partial / 8
Terminal Operator:
Exemption Type:
Exemption Reference:
SST Exemption Type:
SST Exemption Ref:
Special Treatment:
Special Treatment Ref:

Goods Details **Sum Total Value: 33306.58**

Item	Tariff Code	Goods Description	Duty	SST	Excise	Origin	Qty Decl	UOM	Unit Price	Total Value
1	6405.90.0000	Boots	0.00	1884.08	0.00	HK	90	PR	209.34193	18840.77
2	6405.90.0000	Business & Dress Shoes	0.00	1446.58	0.00	HK	74	PR	195.48392	14465.81
		Total	**0.00**	**3330.66**	**0.00**					**33306.58**

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Appendix 4 - Stock Reconciliation Policy

Zalora Supplier Stock Report

Jade Eservices Malaysia Sdn Bhd. Southgate Commercial Centre, Unit A-5-1, Level 5, Bloack A, No.2, Jalan Dua Off Jalan Chan Sow Lin, 55200, Kuala Lumpur, Malaysia

Supplier Name	
Supplier currency	
Shipment Type	
Report Generation Date	
Stock Report#	

PRODUCT DETAILS								A. OPENING BALANCE	B. Ordered / replenished		C. SOLD	D. RETURNED	E. WRITTEN OFF	F. RTS		G. Write D	Removed	G. ENDING BALANCE
Brand	Zalora SKU	Sku Supplier Sourc	Supplier SKU	Style numbe	Description	Colour	barcode_ea	Quantity	Quantity	PO#	Quantity	Quantity	Quantity	Quantity	TO#	Quantity	Quantity	Quantity

A) Meaning of each report column

Report Column - Meaning

- opening balance - stock on hand as of previous quarter
- purchased/replenished - stock inbounded in ZALORA warehouse, as indicated in PO/Packing List
- sold - sales from consignment sales report
- written off - items written off the book due to permanent loss, defectives, etc.
- RTS - returned to supplier, as indicated in Transfer Out note
- removed - items with label printed wrongly during inbounding, hence removed from system and replaced with another label
- ending balance - stock on hand as of current quarter

* Note: removed units are not associated to any physical stock, they are only labels that were created in the systems (wrongly) and then removed / replaced by the correct labels.

B) Guideline to stock reporting & reconciliation

1. Each report contains ALL brands under the Supplier, even inactive/terminated brands, as long as stock is still with ZALORA (e.g. waiting for RTS).
2. ZALORA's report contains detailed stock movements of every SKU. Each SKU's style number and supplier SKU are included for the Supplier's reference.
3. Stock reconciliation refers to the process of mapping the ending balance in ZALORA's report against the stock on hand (SOH) in the the Supplier's internal system, on SKU (style - color - size) .
4. **ZALORA's will perform the stocks reconcile for any transaction stocks for 2 years back only.**

5. If there are discrepancies between ZALORA's and the Supplier's SOH, the **Supplier should first investigate internally where the mismatch comes from**, by referring to the following documents provided by ZALORA:
    - purchased / replenished - refer to PO, packing list or Receiving report
    - sold / returned - refer to monthly consignment sales report
    - RTS - refer to Transfer-out note

C) Agreement on Stock claims

1. The supplier is entitled to claim for the amount of stock written off for the quarter. The compensation amount follows the Replacement Value of the goods.
2. If there is a stock discrepancy which the Supplier wishes to claim for compensation, the Supplier shall communicate to ZALORA no later than **10 working days** after the Stock Movement Report is shared by ZALORA. Any claims after this date shall not be considered for further investigation.
3. ZALORA conducts joint stock investigation together with the Supplier only for cases in which stock discrepancy is above the stipulated threshold - **10 units / SKU**.
4. The Supplier bears the responsibility to prove the accuracy of the discrepancy. To facilitate stock investigation, the Supplier shall follow the Stock Investigation Template provided by ZALORA and provide supporting documents (listed in clause B5) to support his claims.
5. For cases in which stock discrepancy is below the stipulated threshold, they will be kept on hold until it reaches the threshold in future stock reports, or until point of brand termination, whichever is earlier.
6. Any stock claims shall be agreed and confirmed by both ZALORA and the Supplier before any invoice is sent by the claimant for financial compensation. The compensation amount follows the original cost of the stock claimed, or a price mutually agreed by both parties.

Appendix 5 - Request for Production Services

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Photoshoot Details	
Country	HK
Shop Name	
Seller Name	
Contact Number	

ZALORA USE ONLY! DO NOT EDIT	
RPF NUMBER	
PRODUCTS TOTAL	1
PRODUCTS REQUIRING DESCRIPTON	0

Terms and Conditions

1. Sellers are required to deliver Samples on the agreed upon date and time, as advised via Seller Help Desk.
2. Upon receiving Samples at ZALORA Production Studio in Malaysia, the standard time frame to complete the photoshoot of the Samples is ten (10) Business Days. (This excludes the time frame to outbound the shipment).
3. Samples delivered to ZALORA shall be in an acceptable condition for the purposes of the ZPS being clean, complete with packaging, not excessively wrinkled, and packed in an acceptable manner to avoid damage.
4. Samples shall be clearly labelled with barcode generated code, showing the complete style number and ZALORA SKU Code.
5. ZALORA reserves the right to not render ZPS in the event that Samples are not provided in accordance to the conditions stated above; including Samples that are incomplete or do not match the SKU Codes as declared in the RPF and/or Sample delivery being less than 20 SKUs.
6. Samples will be handled with care during the photoshoot. However, make-up stains or other minor defects will undoubtedly occur amid the photoshoot as it is styled on actual models.
7. In the event of make-up stains or other minor-defects occurred. Samples are not permitted for reimbursement.
8. Upon completion of the Production Services, ZALORA shall pack the Samples back into the original packaging received by the Seller. For packages that are not resealable, ZALORA shall be entitled to return the Samples without packaging, on a reasonable commercial efforts basis.
9. Sellers are required to arrange outbounding and the return of the Samples within three (3) Business Days from the scheduled release date from ZALORA Production Studio, at the Seller's cost. In the event that the Seller does not do so within the stipulated time and after one (1) reminder by ZALORA, ZALORA shall be entitled to dispose of the

Categories	Category Codes
Women's Accessories	WAC
Women's Apparel	WAP
Women's Shoes	WSH
Men's Accessories	MAC
Men's Apparel	MAP
Men's Shoes	MSH
Beauty and Grooming	BEA
Sports Equipment	SP

Model Requirements	Description
Women with Model	Required for Women's Apparel, Swimwear and Lingerie
Men with Model	Required for Men's Apparel, Swimwear and Underwear
Without Model	Women's or Men's Swimwear, Underwear and Lingerie
Other Products	Shoes, Bags, Watches, Accessories, Grooming and Sports

LINK TO ZPS RATE CARD

#	Seller SKU	Type of Package (choose from drop down)	Product Name	Product Colour	Product Category Code	Need for Description content?	Size of Sample
1	EXAMPLE-BLACK-S	Type of Package			WAP	No	
2					WAC	No	
3						No	
4						No	
5						No	
6						No	
7						No	
8						No	
9						No	
10						No	
11						No	
12						No	
13						No	
14						No	
15						No	
16						No	
17						No	
18						No	
19						No	
20						No	

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Appendix 6a - Tax Invoice

ZALORA

Jade Eservices Malaysia Sdn. Bhd.
Unit 13-1, Level 13, Mercu 3,
Malaysia
59200

TAX INVOICE

Service Tax No	W10-1808-32000750
Company Reg.	201101044885(973005-A)
Invoice No	
Invoice Issue Date	30.04.2022
Payment Due Date	30.05.2022
Invoice Issue Place	Malaysia

BIll To
Name :
Address :
Attn :
Contact :
Company

Description	Amount (MYR)		
For Transaction Period: 01.04.2022-30.04.2022	Net	Service Tax	Total
Standard fees			
Commission Fee			
Commission Fee Credit			
Delivery Fee			
Cancellations & Return Penalties - Credit			
Cancellations & Return Penalties			
Vouchers/ Cart Rules Related Fees - Sales			
Vouchers/Cart Rules Related Fees - Return			
Others			
Production Services			
General Debit Fee			
General Fee Credit			
Voucher Subscription Fee			
Return Fee			
Return Shipping Fee			
Delayed Dispatch Fee			
Import Fee			
Payment Gateway Fee			
Payment Gateway Credit			
Return Handling Fee			
Trender Fee			
Warehouse Fee			
Commission Rebate			
Marketing Commitment			
Other Fee Debit			
Other Fee Credit			
Total			
WHT			
Amount Due			

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Appendix 6b - Credit Note

ZALORA

Jade Eservices Malaysia Sdn. Bhd.
Unit 13-1, Level 13, Mercu 3,
Jln Bangsar, KL Eco City,
Malaysia
59200

CREDIT NOTE

Service Tax No	W10-1808-32000750
Company Reg.	201101044885(973005-A)
Credit Note No	
Invoice Issue Date	30.04.2022
Payment Due Date	30.05.2022
Invoice Issue Place	Malaysia

BIll To
Name :
Address :
Attn :
Contact :
Company

Description	Amount (MYR)		
For Transaction Period: 01.04.2022-30.04.2022	Net	Service Tax	Total
Seller Funded Discount			
Total			
Tax			
Amount Due			

Appendix 7 - Value Added Services Invoices

ZALORA

Jade Eservices Malaysia Sdn. Bhd.
Unit 13-1, Level 13, Mercu 3,
Jln Bangsar, KL Eco City,
Malaysia
59200

INVOICE

Company Reg :
Service Tax No :
Invoice No :
Date :
Payment Due Date :

Bill To

No	Product	Service Tax Type	Amount (MYR)
1			

Total Amount Excluding Service Tax	
Service Tax total	
Total Amount including Service Tax	

Our Banking Details:

Beneficiary Name: Jade Eservices Malaysia Sdn. Bhd. | Bank Name: HONGKONG AND SHANGHAI BANKING CORP

Bank Code: HSBCMYHBXXX | Account : 300012614101 (MYR)

Bank Address : No. 2 Leboh Ampang, 50100 Kuala Lumpur | Swift Code : HBMBMYKL

PLEASE NOTE THAT ALL BANK FEES WILL BE BORNE BY BILLED PARTY

This is a computer-generated document. No signature is required.