ZALORA

Product Upload

New UI

Feb 2025



Restricted Products on Zalora

- **Counterfeit Goods:** Fake branded items or unauthorized replicas, black market devices and pirated media.
- **Unlicensed Products:** Products without license or copyright.
- **Medical & Pharmaceutical Products:** prescription drugs, controlled medical devices, or items requiring medical licensing.
- **Illegal Items:** illicit drugs, drug paraphernalia, stolen goods, or items whose sale is prohibited by law.
- **Unregistered Health & Beauty Products:** Cosmetics/skincare without (Product Liability Insurance (if you have this), Food and Drug Administration Certificate (FDA LTO), Food and Drug Administration Certificate of Product Registration/Notification for each product (FDA CPR/FDA CPN)
- **Weapons & Dangerous Items:** Swords, combat knives, firearms, ammunition, explosives, or other regulated weapons and parts.
- **Adult/sexually explicit items:** explicit pornographic material or sex toys where prohibited by local rules.
- **Hazardous materials / chemicals** — flammable, corrosive, toxic, or otherwise hazardous goods that require special handling.
- **Perishable foods & fresh produce** — fresh groceries, refrigerated/frozen foods not permitted by the platform.
- **Live animals & animal parts** — live pets, endangered animal parts (ivory, certain furs), or other restricted wildlife products.
- **Tobacco & vaping products** — cigarettes, cigars, e-cigarettes and nicotine liquids (often banned).
- **Alcohol** — alcoholic beverages (sale usually restricted or prohibited). - Previously we used to sell Alcoholic Beverages
- **Privacy-invasive electronics** — covert recording devices, spy cams, or items that violate privacy/regulatory rules.
- **Recalls / unsafe products** — items recalled by authorities or deemed unsafe for consumer sale.
- **Prohibited cultural or regulated items** — e.g., counterfeit cultural heritage items, religious artifacts were restricted.
- **Services, digital-only goods, or intangible items:** Unless explicitly allowed by Zalora.

Prohibited Goods



Counterfeit Goods
Fake branded items or unauthorized replicas, black market devices and pirated media.



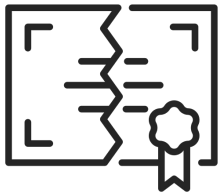
Medical & Pharmaceutical Products
Prescription-only medicines that are not allowed to be sold freely.



Illegal Items
Illegal drugs or items is prohibited by law.



Unregistered Health & Beauty Products
Cosmetics/skincare without Food and Drug Administration Certificate (FDA LTO)



Unlicensed Products
Products without license or copyright.



Weapons & Dangerous Items
Swords, combat knives or other regulated weapons and parts.



Adult/sexually explicit items
Pornographic material or sex toys where prohibited by local rules.



Addictive substances
Cigarettes, cigars, vaping (e-cigarettes, vape devices, e-liquid), alcohol and other chemicals.



Hazardous materials / chemicals
flammable, corrosive, toxic



Services, digital-only goods, or intangible items
Unless explicitly allowed by Zalora.

Prohibited Goods



Perishable foods & fresh produce

fresh groceries, refrigerated/frozen foods not permitted by the platform.



Live animals & animal parts

live pets, endangered animal parts (ivory, certain furs), or other restricted wildlife products.



Tobacco & vaping products

cigarettes, cigars, e-cigarettes and nicotine liquids (often banned).



Alcohol

alcoholic beverages (sale usually restricted or prohibited). - Previously we used to sell Alcoholic Beverages



Privacy-invasive electronics

covert recording devices, spy cams, or items that violate privacy/regulatory rules.



Prohibited cultural or regulated items

e.g., counterfeit cultural heritage items, religious artifacts were restricted.



Recalls / unsafe products

items recalled by authorities or deemed unsafe for consumer sale.

A Manual Product Upload

- ❏ Product Information
- ❏ Additional Product Details
- ❏ Group
- ❏ Product Price and Size
- ❏ Image

B Bulk Product Upload

- ❏ Download Templates
- ❏ Template Filling
- ❏ Save Template
- ❏ Import Template
- ❏ Image

ZALORA

Single Product Upload



Steps to Upload a Single Product in Seller Center

Mandatory & Non-editable Fields	Mandatory & Editable Fields
• Primary Category • Sub Cat Type • Brand • Gender • Size System (for reference please refer to this table for "allowed" size system + size combination) • Size • Shipment Type	• Name (Product Name) • SKU Supplier Config • Seller SKU • Price • Product Description • Packaging size and weight • Browse Nodes • Color • Color Family • Price • Variation (Size) • Material • Description • Care Label • Measurements

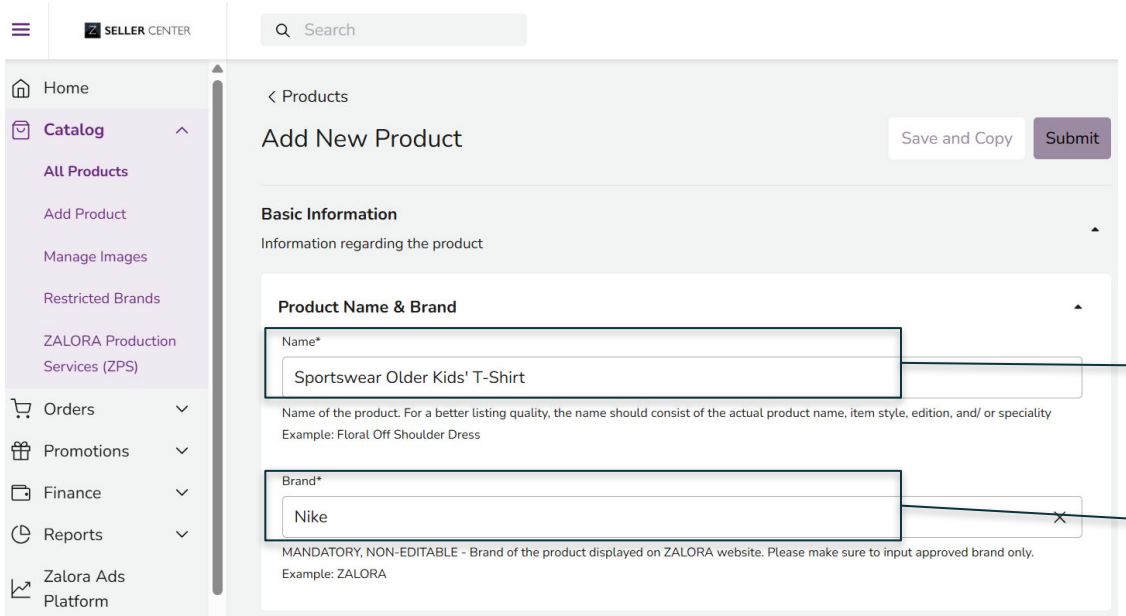
When uploading a product in Seller Center, it is crucial to fill in all required fields with accurate and complete information.

- Make sure every mandatory field (marked with an asterisk * or highlighted in the template) is completed.
- Double-check that all information entered is correct and matches the actual product details.
- Once submitted, some fields (like SKU, category, and brand) cannot be changed later.
- Incorrect or missing information in required fields will result in the product being rejected during the review process.
- Carefully review all entries before clicking “Save” or “Submit.”
- If you are using a CSV template for bulk upload, ensure all required columns are filled for each product.

☐ Fill all required fields with the correct and complete information. Updates to certain fields (like SKU, category, and brand) cannot be made after submission. Leaving any required field blank will result in rejection of your product upload.

Steps to Upload a Single Product in Seller Center

Step 1. *Select the* ***Catalog menu*** *>* ***Add Product*** *> fill in the Basic information section.*



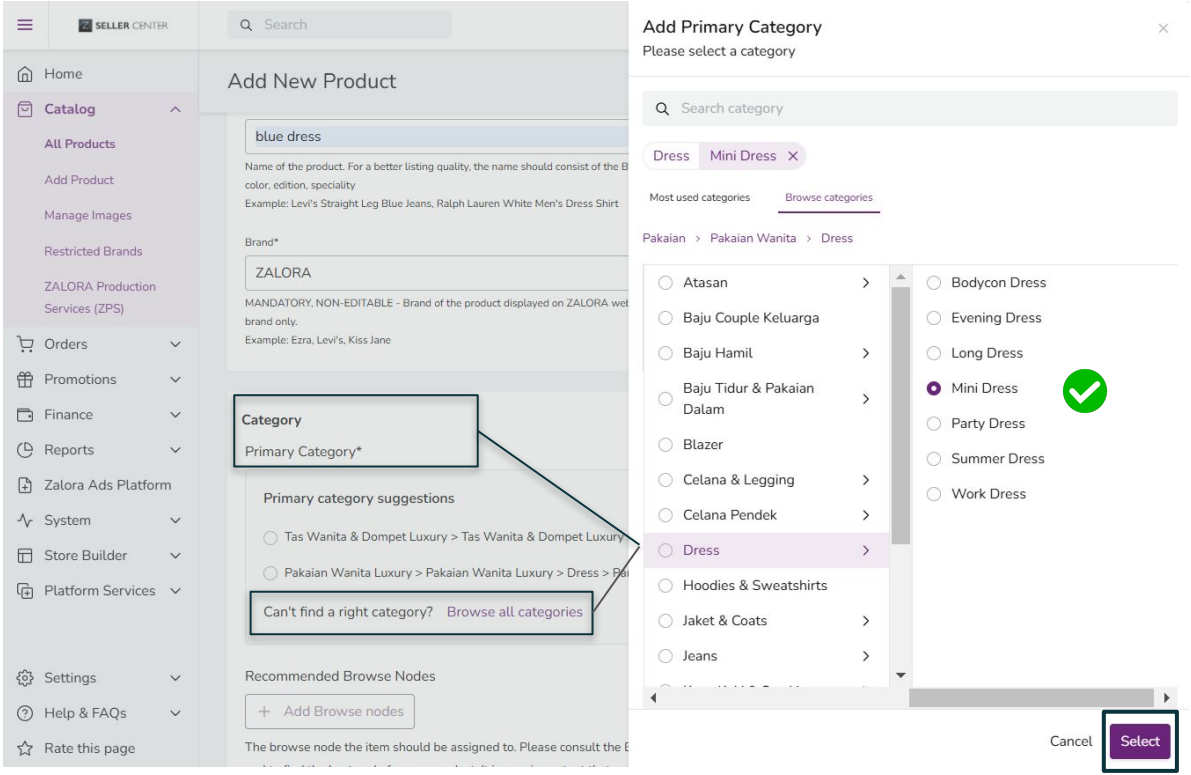
Fill in your product name. Make sure that the product name reflects the actual product. Do not use abbreviations, product codes, symbols

Enter your product brand and match it with the brand that has been registered with the Zalora Team.

Steps to Upload a Single Product in Seller Center

Step 2. *Select the* ***main category*** *for your product > Click* ***"Browse all categories"***

- *You must select up to the deepest category available before clicking* ***"Select"***
- *Example: Clothing > Women's Clothing > Dress > Mini Dress*

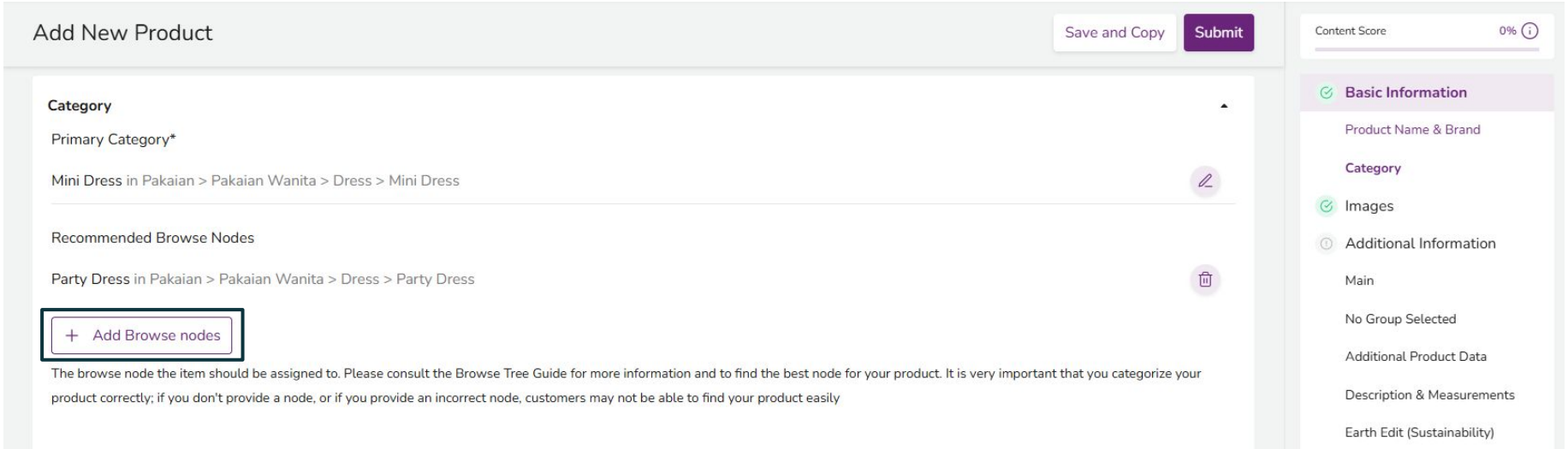


Make sure to select the category to the deepest sub-category before clicking "Select"
If the seller does not select the category to the deepest category, the Select button will not work.

Steps to Upload a Single Product in Seller Center

Step 2. (Optional) *You can add additional categories for your product to appear in other category segments by clicking* ***"Add Browse Nodes"***

- *The categories added to the Browse nodes must be categories that are relevant to your product's main category*
  Example: Main category: ***Clothing > Women's Clothing > Dress > Mini Dress***
  Additional categories (browse nodes): ***Clothing > Women's Clothing > Dress > Party Dress***



Steps to Upload a Single Product in Seller Center - Beauty Products

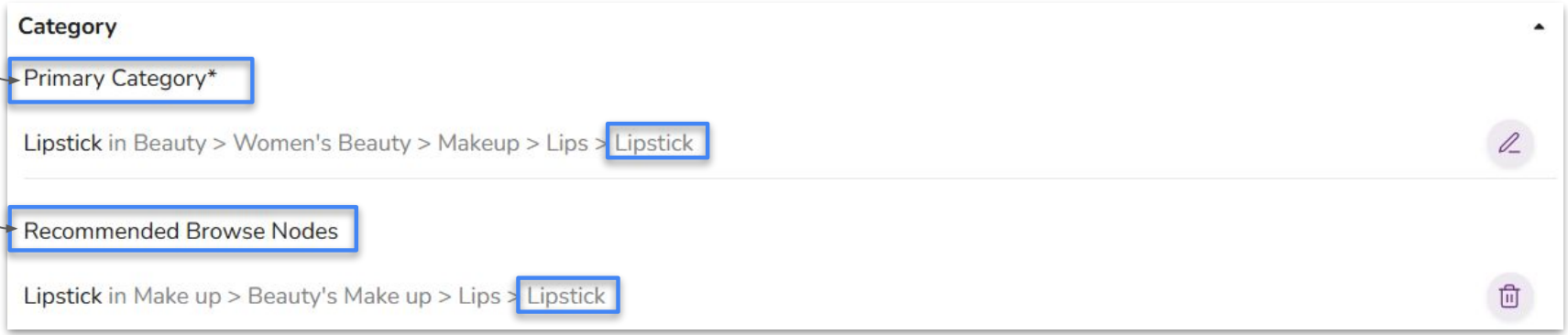
Beauty Products Categorization

- *Seller must input '**Women's Beauty**' category in the primary category, and **'Beauty's Make up'** category in Browse Nodes.*

  For example:

1. ***Primary category** - Lipstick in Beauty > Women's Beauty > Makeup > Lips > Lipstick*

2. ***Recommended Browse Nodes** - Lipstick in Make up > Beauty's Make up > Lips > Lipstick*



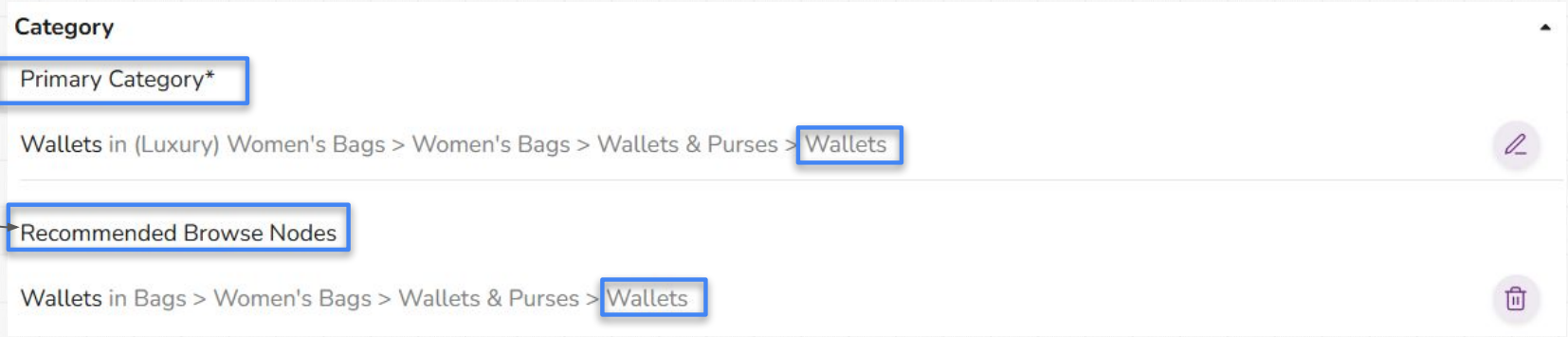
Steps to Upload a Single Product in Seller Center - Luxury Products

Luxury Products Categorization

- *If Seller under **Luxury Attributes** the primary category must be '**(Luxury)'** only r**elevant specific type of product's** falls under the primary category, and the' **Recommended Browse Nodes'** will be under '**Women's Bags'** category*

For example:

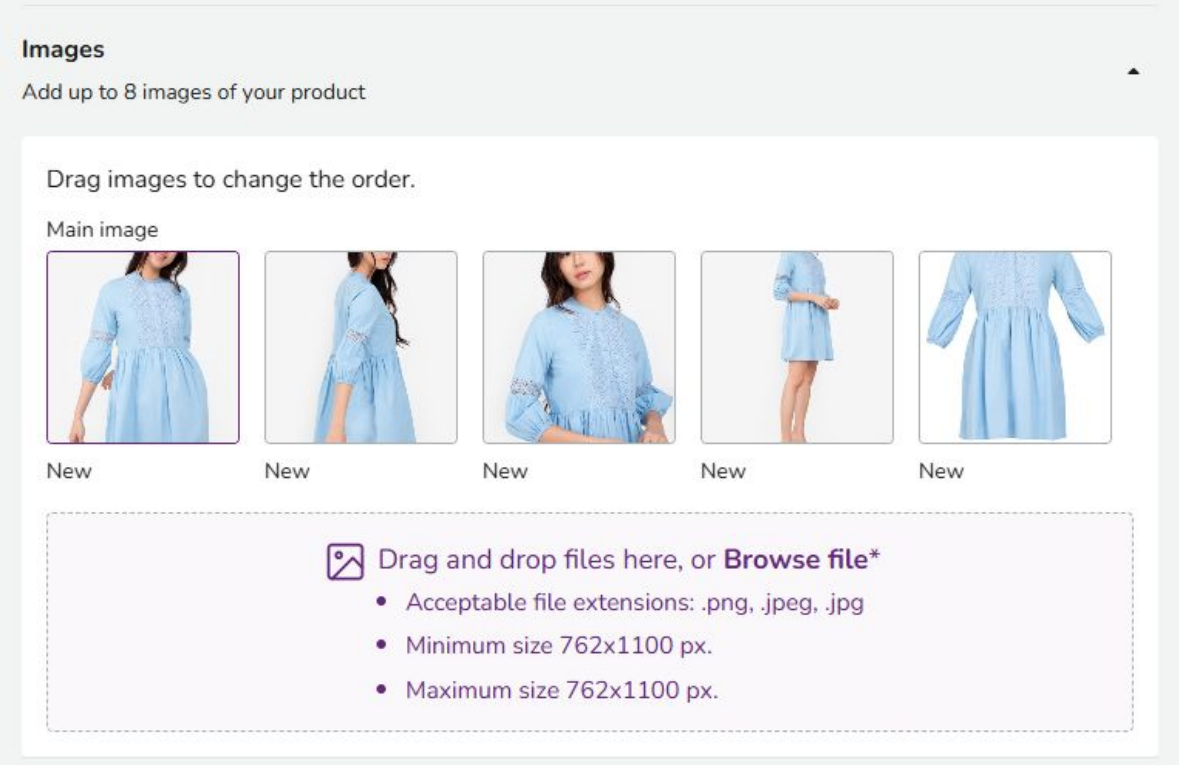
1. ***Primary category** - Wallets in (Luxury) Women's Bags > Women's Bags > Wallets & Purses > Wallets*
2. ***Recommended Browse Nodes** -Wallets in Bags > Women's Bags > Wallets & Purses > Wallets*



Steps to Upload Product Photo/Images

Step 3. *Upload your product photo*

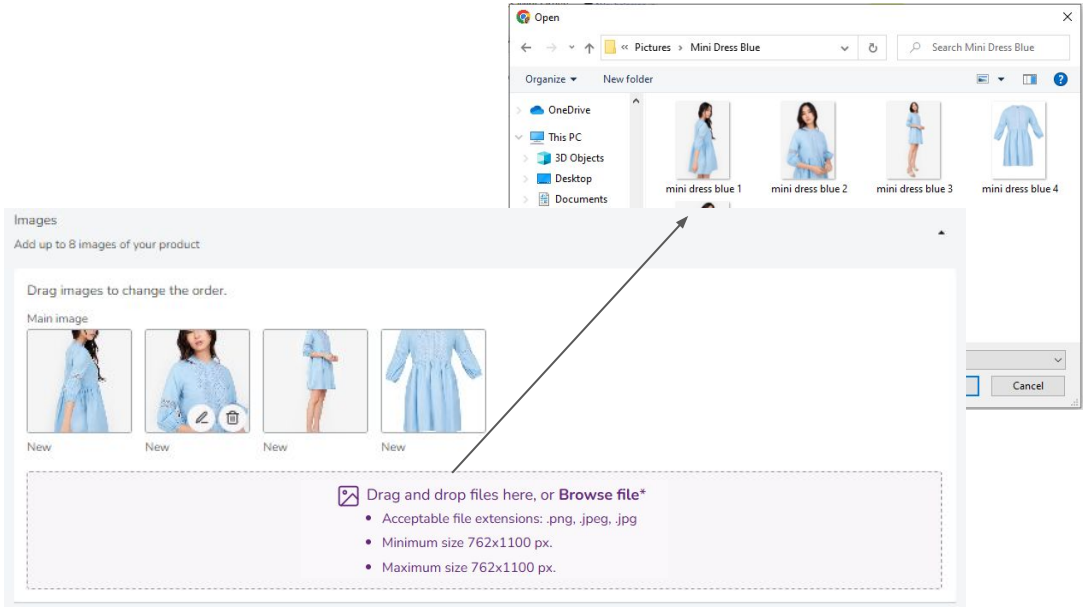
- *For the Main Image, select a photo that shows the front view of your product, followed by a photo of the side/top/inside of your product*
- *The photo background does not have to be white, make sure the product photo is clearly visible and not covered by your product brand logo/watermark.*



Product photos can be uploaded in square or portrait in jpeg format. For maximum results, upload product photos in portrait format with a size of 762 x 1100 px

Steps to Upload Product Photo/Images

- Upload product images in the following order: **Front – Side – Back – Close-up**
- The Main (First) Image must face the front and show the entire product
- Visit The Seller Academy to view ZALORA Image Guidelines

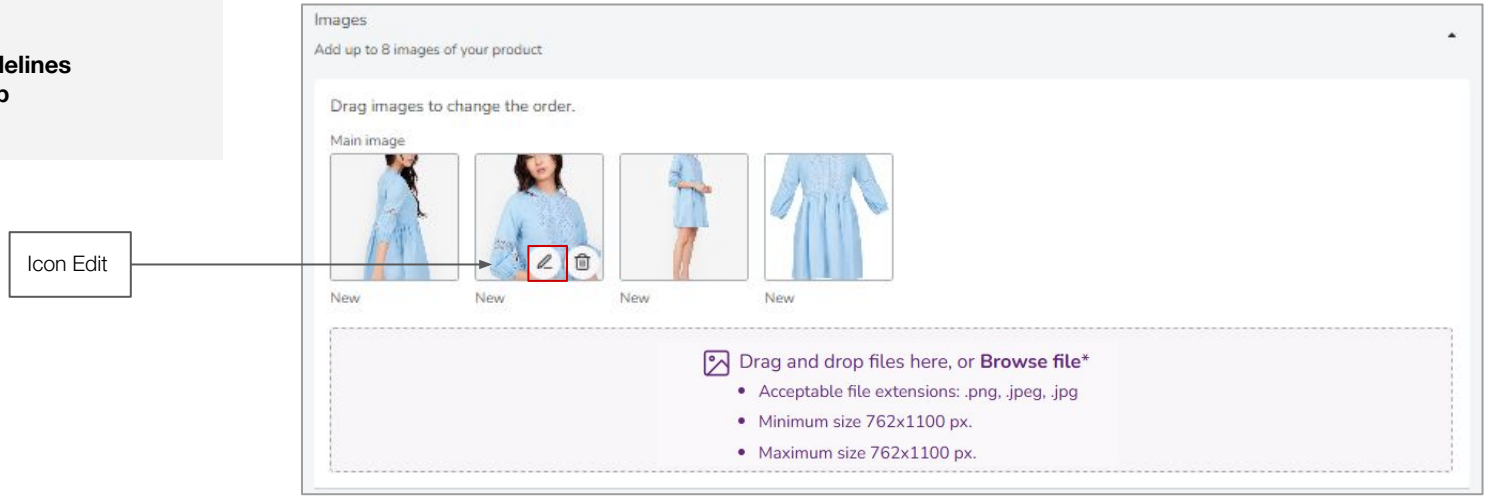


Steps to Upload Product Photo/Images

After uploading your product images, you can rearrange them or click on the **'Edit'** icon to explore some simple editing options:

- **Image Cropping**
- **Image Rotating**

Must comply with **ZALORA guidelines**
Front – Side – Back – Close-up

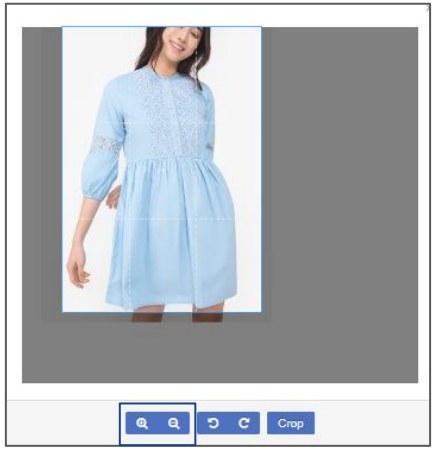


Steps to Upload Product Photo/Images

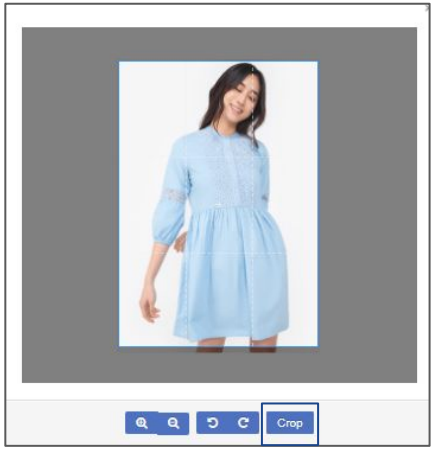
Cropping Images



- Image does not meet size requirements
- White spaces at the top and bottom
- The image size do not fit on ZALORA'S required guidelines



- Sellers can click on icons to zoom in or out and rotate to fit image to required frame
- Image does not meet requirements
- Product displayed with a wrong angle
- Sellers can click on icons rotate image to the left and/or right



- Once the image fit on the PDV page frame then click “Crop”
- Image is cropped to correct size within ZALORA's required guidelines
- If the image correctly crop the standard size will reflect at the bottom of the frame

Steps to Upload Product Photo/Images

Cropping Images



- Image does not meet requirement
– Product is displayed with a wrong angle



Sellers can click on the rotation icons to rotate the image to the right angle



Image is rotated to the correct angle

Steps to Upload a Single Product in Seller Center

Step 4. Fill in your product details in the Additional Information > Main section.

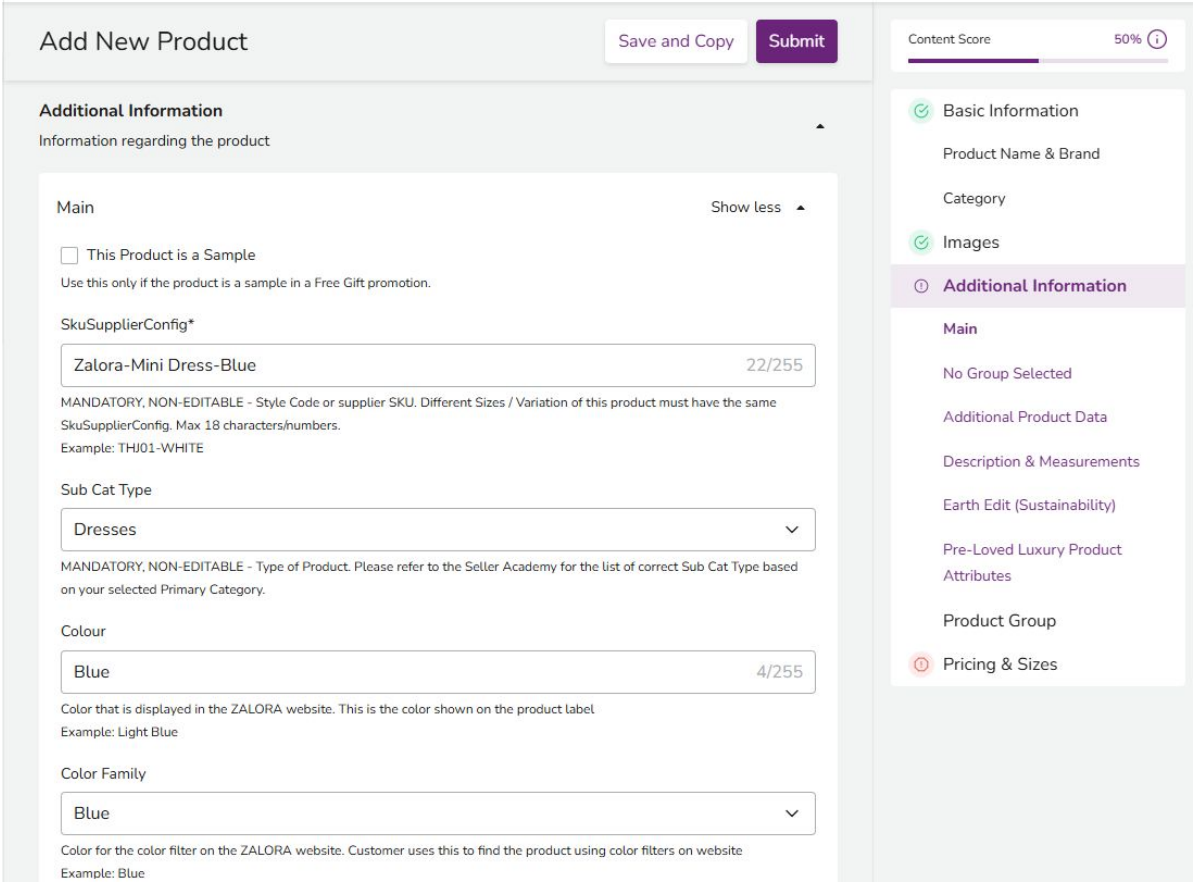
Check this section if you want your product to be used as a GWP (Gift With Purchase) sample product.

In this section with the MAIN SKU of your product along with color information
1 color = 1 sku config

Product Type (i.e. blouse, t-shirt, skirt, dress, jeans)
Select **Sub Cat Type automatically** from the drop down provided

Write the color of your product that you want to display on the website.

Color family is useful for color **filter on Zalora website**. Select the color that matches your product color from the drop down provided.



Steps to Upload a Single Product in Seller Center

Sku Supplier Config – Seller SKU – Parent SKU

Example:

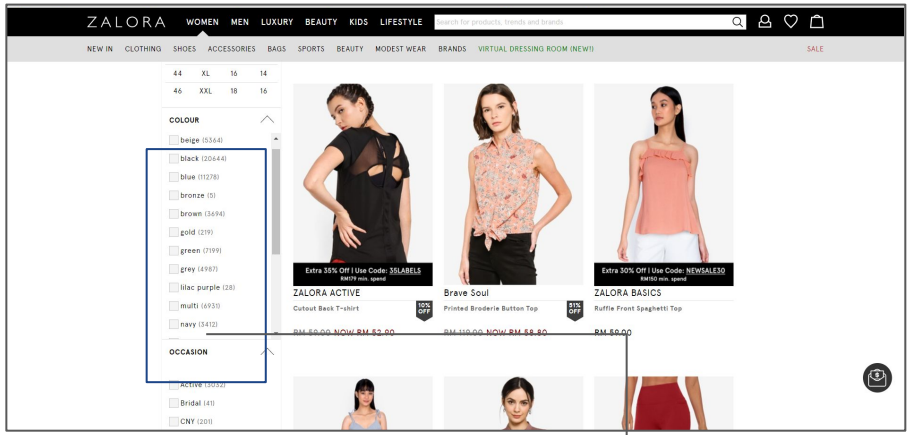
Product Name	SkuSupplierConfig	Parent SKU	Seller SKU
Black Top	ABC111-BLK	ABC111-BLK	ABC111-BLK-S
Black Top	ABC111-BLK	ABC111-BLK	ABC111-BLK-M
Black Top	ABC111-BLK	ABC111-BLK	ABC111-BLK-L
Red Top	ABC111-RED	ABC111-RED	ABC111-RED-S
Red Top	ABC111-RED	ABC111-RED	ABC111-RED-M
Red Top	ABC111-RED	ABC111-RED	ABC111-RED-L

Sku Supplier Config : Product Code + Color
Seller SKU : Product Code + Color + Size
Parent SKU : Product Code + Color (same as SkuSuppConfig)

Steps to Upload a Single Product in Seller Center

Product Information > Color Filters

Color Family/Color Filter on Zalora website helps shoppers find the desired color products.



These are the Color Filters displayed on the Zalora Website.



Steps to Upload a Single Product in Seller Center

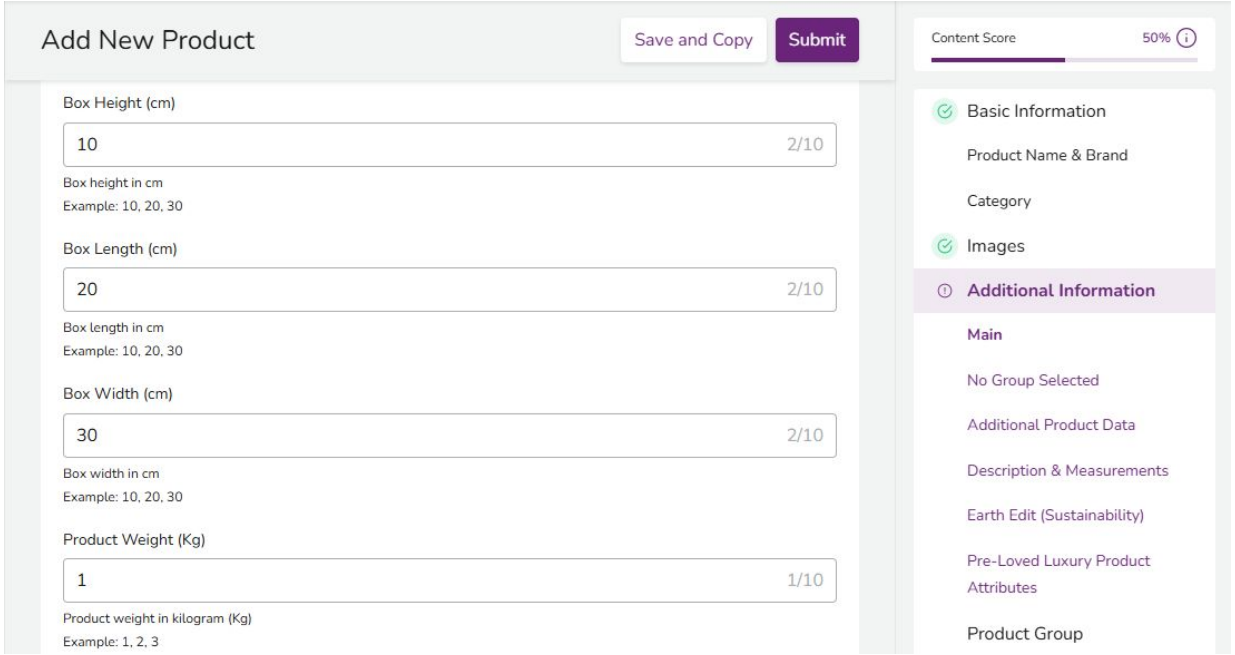
Step 4**. Fill in your product details in the Additional Information > **Main section.

(required) The height of your product packaging in **centimeters (cm)**. If your product is packed in a poly mailer or pouches, please fill in **0.1.**

(required) Length of your product packaging in **centimeters (cm)**. If your product is packed in a poly mailer, please fill in **0.1.**

(required) Width of your product packaging in **centimeters (cm)**. If your product is packed in a poly mailer, please fill in **0.1.**

(required) Weight of your product after packaging in **Kilograms (Kg)**



Steps to Upload a Single Product in Seller Center

Step 5. Fill in your product details in the Additional Information > **Additional Product Data section**.

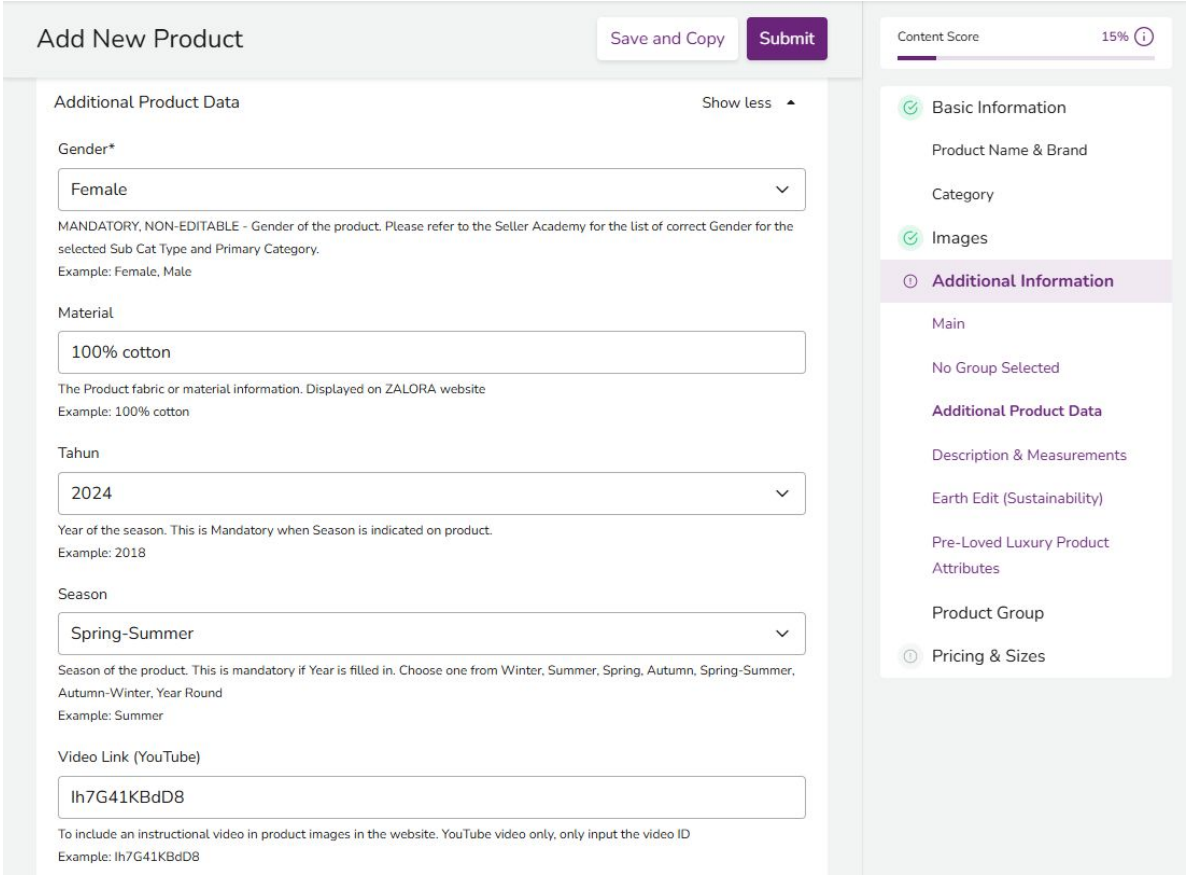
Select the gender that suits your product through the drop down provided.

(Optional) The material column can be filled with the main material of the product (example: Cotton, Leather, Poly Cotton)

(Optional) The year of the season that has been selected must be selected when the Season column is filled in

(Optional) Season of the product. Must be selected when filling in the product year.

(Optional) Enter the 11 digit video ID from your product's Youtube link (example: https://www.youtube.com/watch?v=Ih7G41KBdD8, input in the column only the last 11 digits, Ih7G41KBdD8)



Steps to Upload a Single Product in Seller Center

Additional Product Details > Material

CATEGORY	FILLED SECTION	EXAMPLE
Clothing	Composition	Polyblend Cotton Blend
Accessories	Material	Metal Brass
Shoes	Upper Material  Inner Material  Sole Material 	Textiles Synthetic

For man-made leather products, specify **'Synthetic Leather'.**
For genuine leather products, specify whether it is **'Cowhide', etc.**

Composition

- Write Main Ingredients
- Add commas for more than 1 ingredient
- Capitalize first letter
- Do not include colors
- Abbreviations

If you curate your products from suppliers, remember to ask them for the product composition/ingredients before filling in this information.

Steps to Upload a Single Product in Seller Center

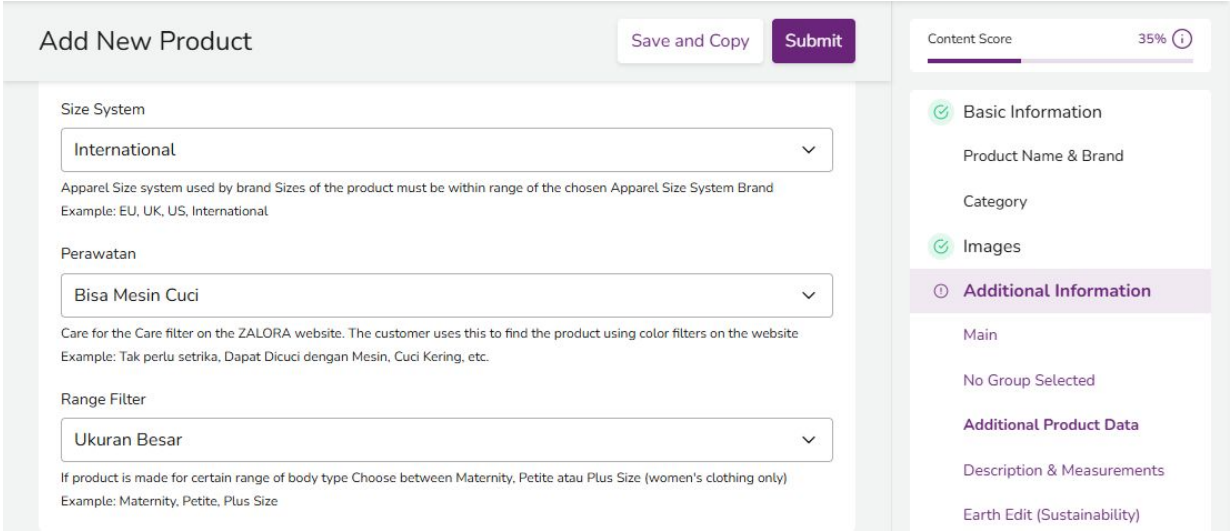
Step 5. Fill in your product details in the section
Additional Information > Additional Product Data

(Required) Unit size for your product. The product size that will be selected must match the unit size system used.

Example: EU, UK, US, International

(Optional) Fill in the care instructions for your product (example: Machine washable, Hand washable)

(Optional) For women's products. If the product is intended for a certain body shape. Choose ONLY between Maternity Clothes, Mini Size or Plus Size. (example: Maternity, Petite, Plus Size)



Steps to Upload a Single Product in Seller Center

Step 6. Fill in your product details in the Additional Information > **Description & Measurements** section.

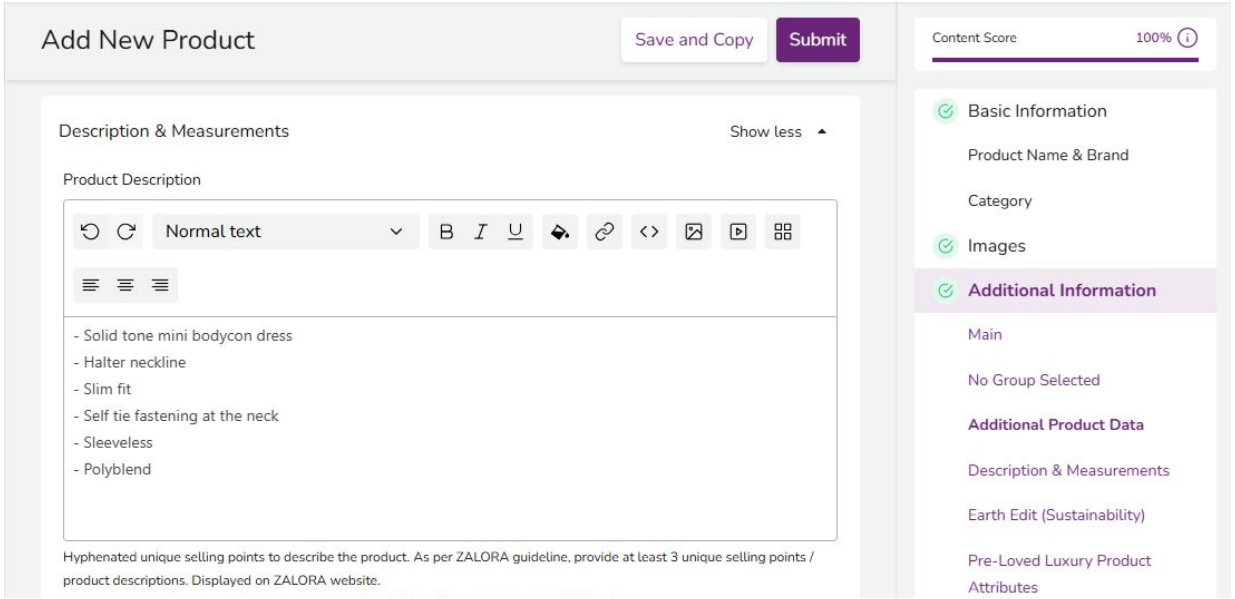
A short description of your product

- 3-5 product selling points
- Mention the material, instructions for use (if any), product advantages.
- Can be in the form of bullet points or paragraphs
- Please only include relevant information about the product

For sellers who have **beauty products,** make sure to include the following information in the product description:

- **Product composition**
- **Benefits**
- **How to use**
- **BPOM No.**
- **Expiration date**

For sellers who have electronic products and have a product guarantee from the seller's store, the seller can include information about the guarantee in the product description.



Example of Product Description

Short Description

Description consist of short sentences in points format that highlights the features/details/unique selling point of the product

House rules for Description:

- Descriptions are written in points format.
- Starts with a hyphen '- ' following a space then the context.
- Only heel height are to be stated in the Description instead of Measurement

Example:



- T-shirt with a checked print pocket
- Crew neckline
- Relaxed fit
- Slip-on style
- Short sleeves
- One chest pocket
- Cotton
- Does not come with a warranty card



- Nylon
- Top grab handle (L x W)cm: 21.5 x 2
- Adjustable shoulder strap (L x W)cm: 89-102 x 1-3.3
- Main compartment with drawstring and magnet button fastening
- 1 Inner pocket
- 1 Inner zip pocket
- 1 Front zip pocket
- 2 Side pockets with zip fastening

Lined interior

- SIZE (L x H x W)cm: 21 x 32 x 12
- WEIGHT (g): 720



- Block heel sandals with oversized studs
- Calfskin leather upper
- Goatskin leather insole
- Calfskin leather outsole
- Heel height: 9cm
- Pin buckle fastening
- Does not come with a warranty card

Example of Product Description - Luxury



MATERIAL:
- Case Material: Stainless Steel
- Strap Material: Leather
- Watch Glass: Sapphire

Glass SIZE:42 mm

PRODUCT DETAILS:
- Watch Label: Swiss made
- Gender:Men's
- Case Material:18k Rose Gold and Stainless Steel
- Case Shape:Dodecagonal
- Dial Color:Charcoal Grey
- Movement:Automatic
- Engine:Corum Caliber CO 395, 4Hz, 28,800 vibrations per hour
- Power Reserve:42-hour power reserve
- Number of Jewels:27 Jewels
- Crystal Material:Sapphire - Anti-reflective
- Case Diameter:42.0 mm
- Case Thickness:9.5 mm
- Bezel Material:18k rose gold
- Bezel Function:Fixed
- Water Resistance:50m / 165ft
- Crown Material:18k Rose Gold, Screw-down
- Calendar:Automatic Date at the 3 o'clock position
- Strap Material:Brown crocodile strap with beige stitching
- Clasp Material:Triple Folding Clasp

PACKAGING DETAILS:
1*Watch, 1*Watch Box, 1*Warranty Card, 1*Care Book

WARRANTY:
2 Years Warranty

RETURN/EXCHANGE:
Only within 7 days. Returns must be unworn, unwashed, undamaged, unused, with the store tag attached. Returns will only be accepted if the product is returned in its original condition with all provided boxes / dust bags. Exchanges are subjected to stock availability.



COLOUR
Rose Gold

MATERIAL
Plated Brass + Glass

SIZE & FIT
Pendant Length: 0.5"
Chain Length: 16"-18"

PRODUCT DETAILS
Master understated elegance with the Coach Open Circle Stone Necklace, perfect for adding a dainty & delicate touch to your outfit every day.
Pendant Necklace
Signature Lobster Claw Closure

PACKAGING DETAILS
Coach Product Tag Included
Official Brand's Dust Bag/ Box/ Paper Bag Not Included
Item Packed in Plastic Packaging
Rest Assured that Your Product Will Be Delivered in Great Condition

RETURN/ EXCHANGE
Returns must be unworn, unwashed, undamaged, unused, with the Pink Orchard store tag attached. Returns will only be accepted if the product is returned in its original condition with all provided boxes/ dust bags/ product tags/ product care card & all packaging materials. All packaging must not be damaged or defaced in any manner.

Note: Luxury sellers may refer to the luxury guidelines for more details.

Example of Product Description - Beauty



The potent blend of plant oils and botanical extracts in this luxurious treatment oil helps address visible signs of ageing,and protects the complexion from environmental aggressors

HOW TO USE: Dispense 2-3 drops onto fingertips and gently press onto face, neck and décolletage until absorbed.Use morning or night. A few drops can be mixed in with moisturisers for added hydration.

KEY BENEFITS: Formula free of parabens, PEGs, silicone and artificial colours or fragrances.Protects skin against environmental aggressors.Skin is left feeling firmer, hydrated and luminous.



- A comforting, soft second skin like powder foundation
- Performs like a fluid foundation that leaves a natural satin finish
- Offers flexible buildable coverage while its texture remains light-as-air
- Infused with the brand's potent miracle Broth™ compound to soothe & revitalize skin
- Enriched with transformative sea ferments, antioxidants & SPF 30
- Helps plump, soften & protect skin against environmental aggressors
- Skin remains flawless and non-caking throughout the day
- Available in a range of shades for matching



- Weight: 935g
- Cable Length: 2.72m
- Wattage: 1,600W
- Height: 60mm
- Length: 330mm
- Width: 41mm
- Negative Ions: Negative ions help reduce static
- Air Flow: 11.9 l/s
- Power/Heat Setting:
- 2 modes with 3 heat, 3 speed
- Intelligent heat control regulates airflow temperature 30 times a second
- Voltage: 220V – 240V
- Two Styling Modes: Wet to dry and Dry mode
- High-definition LCD color display for live info
- Senses when hair is between the machine's arms and controls the airflow automatically
- Sliding lock feature to lock and unlock the arms of the machine
- Auto pause after three seconds of inactivity

Note: Beauty sellers may refer to the beauty guidelines for more details.

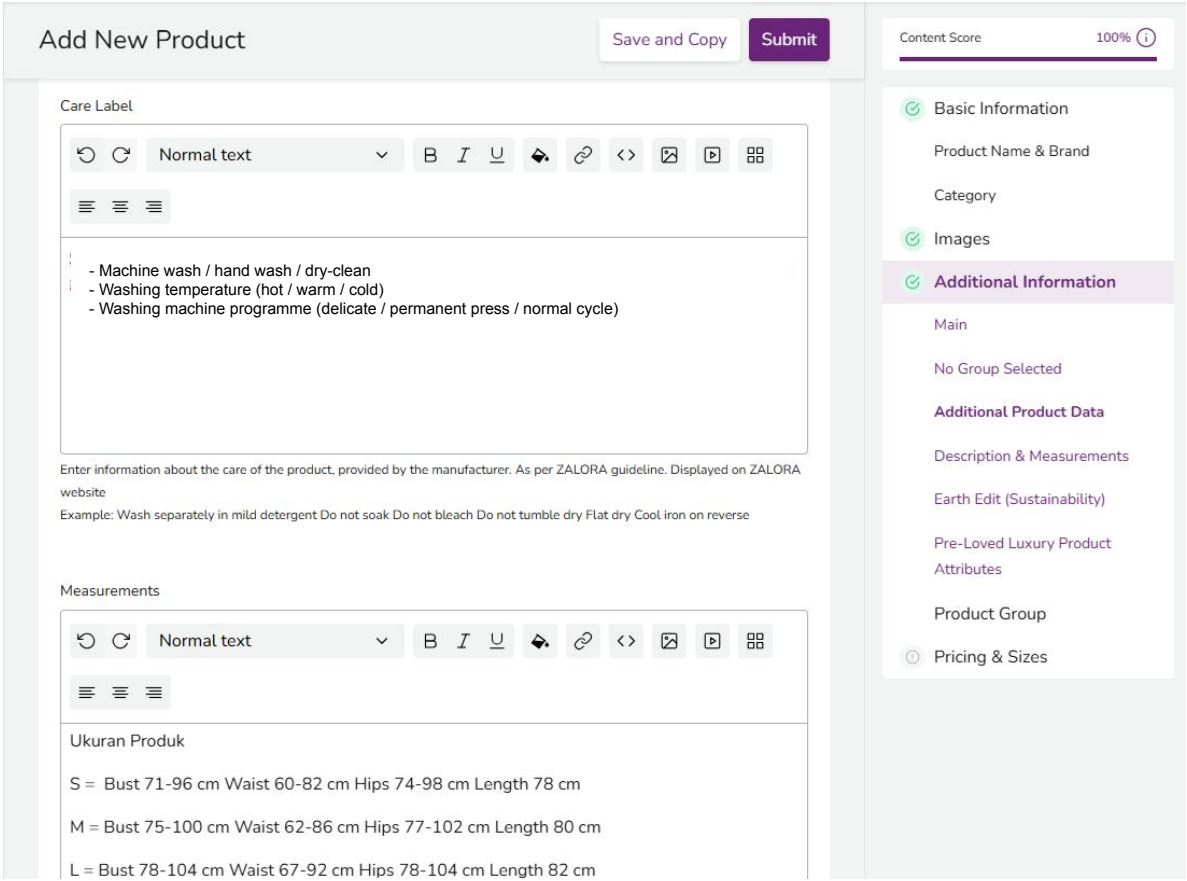
Steps to Upload a Single Product in Seller Center

Step 6. Fill in your product details in the Additional Information > **Description & Measurements** section.

Fill this section with **care instructions** for your product. Customize it according to your product type.

Example:
- machine washable
- do not bleach
- do not dry clean

(Required for Fashion category) Fill in the size guide for your product.



Steps to Upload a Single Product in Seller Center

Additional Product Details > Size Details
(Clothing)



Tops/Dresses
Chest x Length (Required)
Additional measurements are recommended

Example:
Chest x Length x Waist
Size S: 91cmx82cmx94cm
Size M: 94cm x 84cm x 98cm
Size L: 98cmx86cmx102cm

Subordinate
Waist x Length (Required)
Additional measurements are recommended

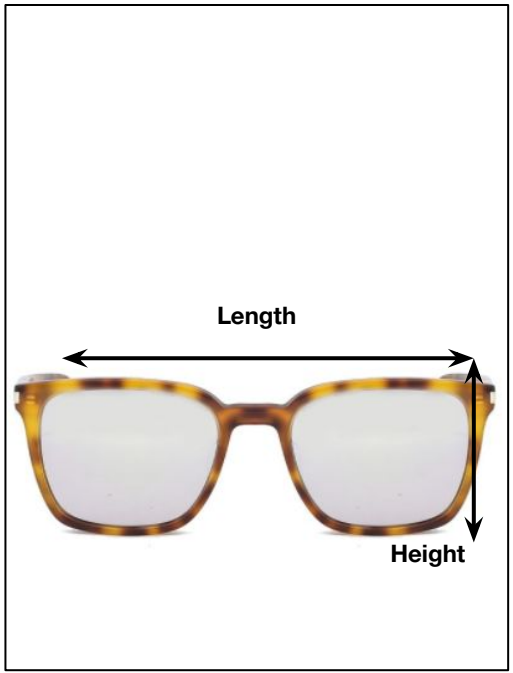
Example:
Waist circumference x Length x Hips
Size S: 66cm x 75cm x 98cm
Size M: 70cmx76cmx100cm
Size L: 74cmx77cmx102cm

Steps to Upload a Single Product in Seller Center

Additional Product Details > **Size Details (Accessories)**



- Front width x Height
- 5cm x 3cm



- Frame height x Length
- 4cm x 8cm



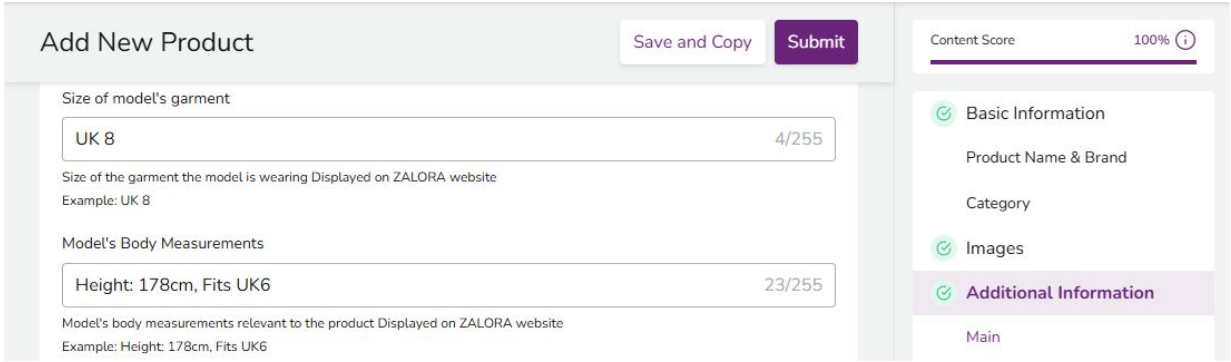
- Length x Height x Width
- 55cm x 23cm x 10cm

Steps to Upload a Single Product in Seller Center

Step 6. Fill in your product details in the Additional Information > **Description & Measurements** section.

(optional) Fill in the clothing size worn by the model in your product image

(optional) Fill in the model's body size information if your product uses an image with a model. Especially for clothing products. Example: Height 160 cm, chest circumference 70 cm, waist circumference 61 cm, etc.



Steps to Upload a Single Product in Seller Center

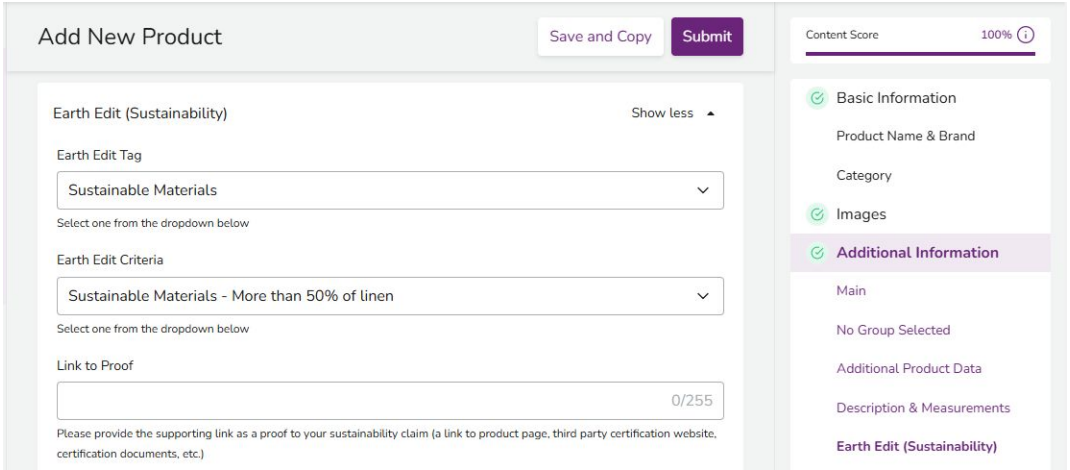
Step 7. (**Optional)** Fill in your product details in the Additional Information > **Earth Edit (Sustainability)** section.

If your product is made from environmentally friendly materials, you can add the Earth Edit tag to your product.

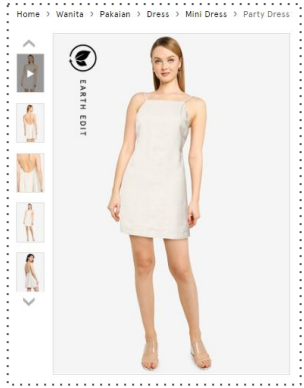
Open the drop down earth edit tag. You can adjust the options to your product.

From the Earth Edit tag options, you can describe in more detail the criteria for your product's Earth Edit tag.

Provide supporting links as proof of your claims (links to product pages, third-party certification websites, certification documents, etc.)



Earth Edit logo display on Zalora website

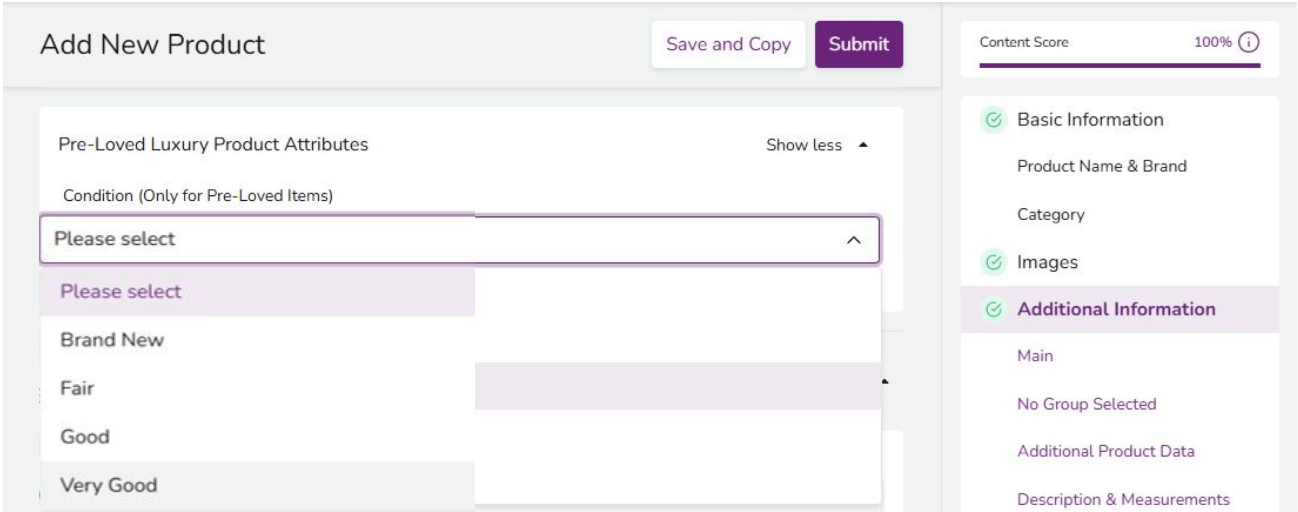


Steps to Upload a Single Product in Seller Center

Step 8. **(Optional)** Fill in your product details in the Additional Information > **Pre-Loved Luxury Product Attributes** section.

If your product is included in the **Pre-Loved luxury** product category, you must add a **condition** tag to your product.

Open the **Condition** tag drop down. You can customize the options to suit the condition of your pre-loved product.



Note: Sellers NOT under "Pre-Loved Luxury" are not eligible to select any of these options and should leave it blank.

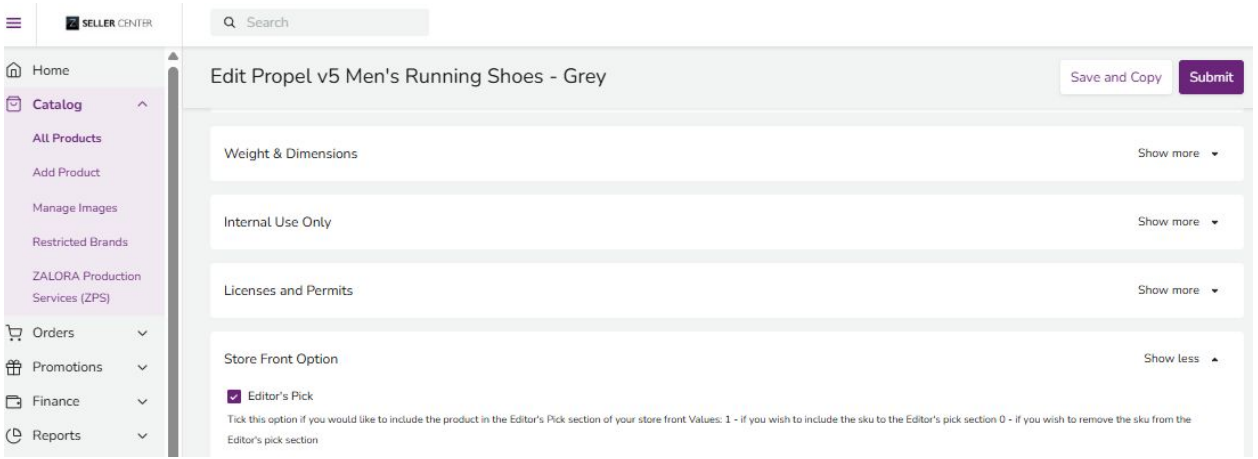
Steps to organize featured products

Step 9. (Optional) Specify your Featured Products in the **Additional Information > Storefront Option** section.

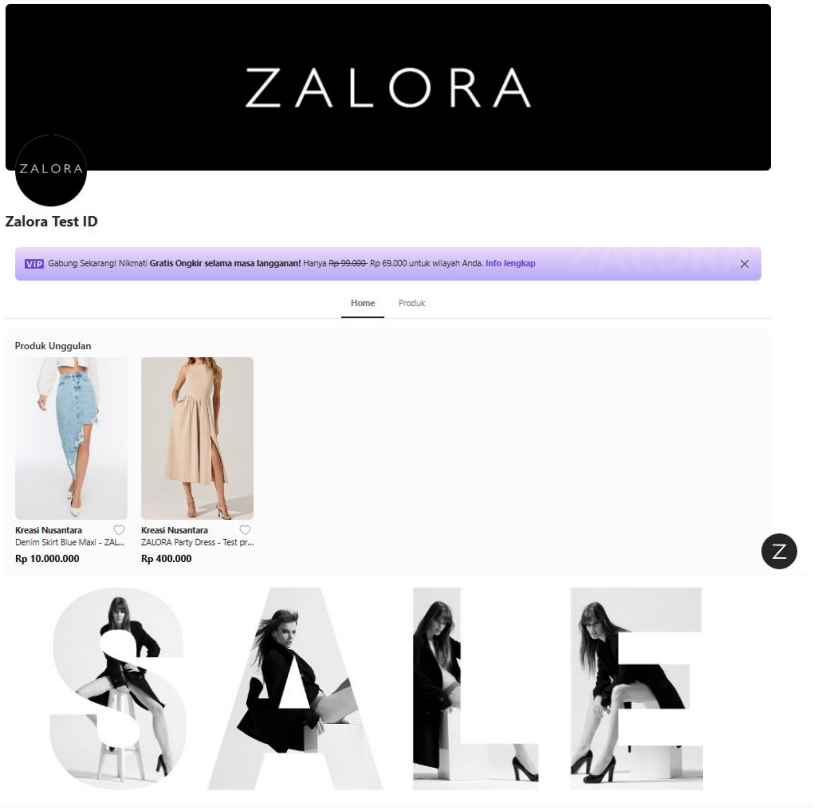
You can set featured products to be displayed on the storefront/banner of the shop page.

Featured Products are determined based on Best Seller, New Arrival or based on the number of positive reviews from customers.

Check the **Featured Product box** in the **Storefront Option** section to mark the product as a featured product in the storefront.



Steps to organize featured products



In order for featured products to appear on the store page, you must activate **Storefront/Shop Banner** in the **Store Builder** menu.

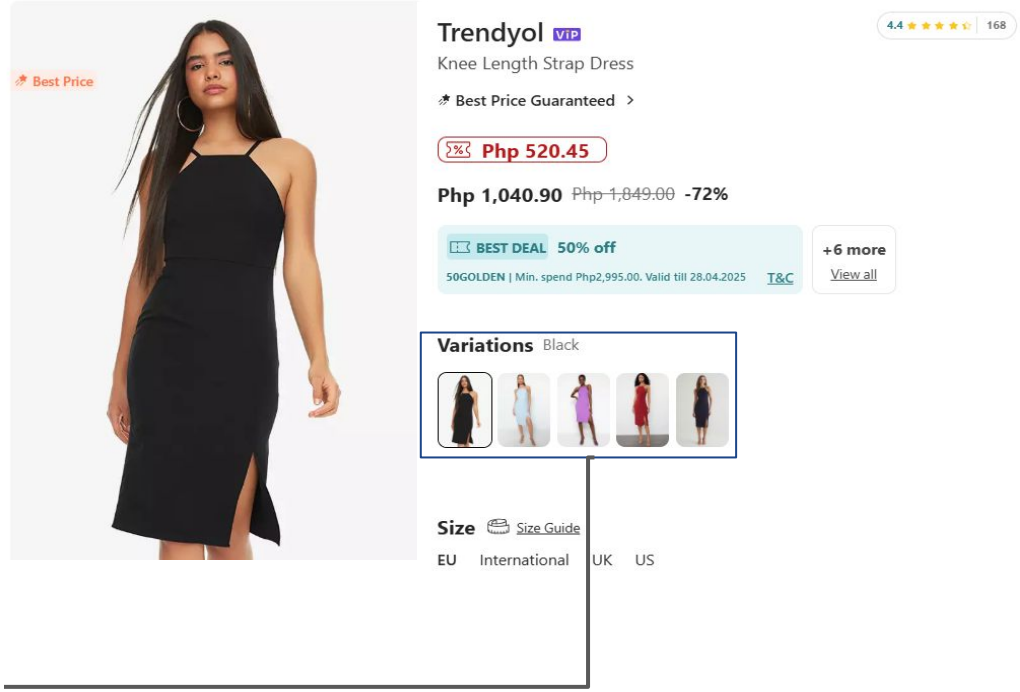
Once the store banner is successfully uploaded, featured products will automatically appear on the store page.

Steps to Upload a Single Product in Seller Center

Product Grouping

Grouping different color variations of the same product design is one point that can help increase sales because customers can:

- Choose from a larger variety
- there is a higher probability of purchase by customers
- Find alternatives easily
- customers can purchase other available colors if their first choice is out of stock



Other **variations** are displayed under the product if you use the grouping feature.

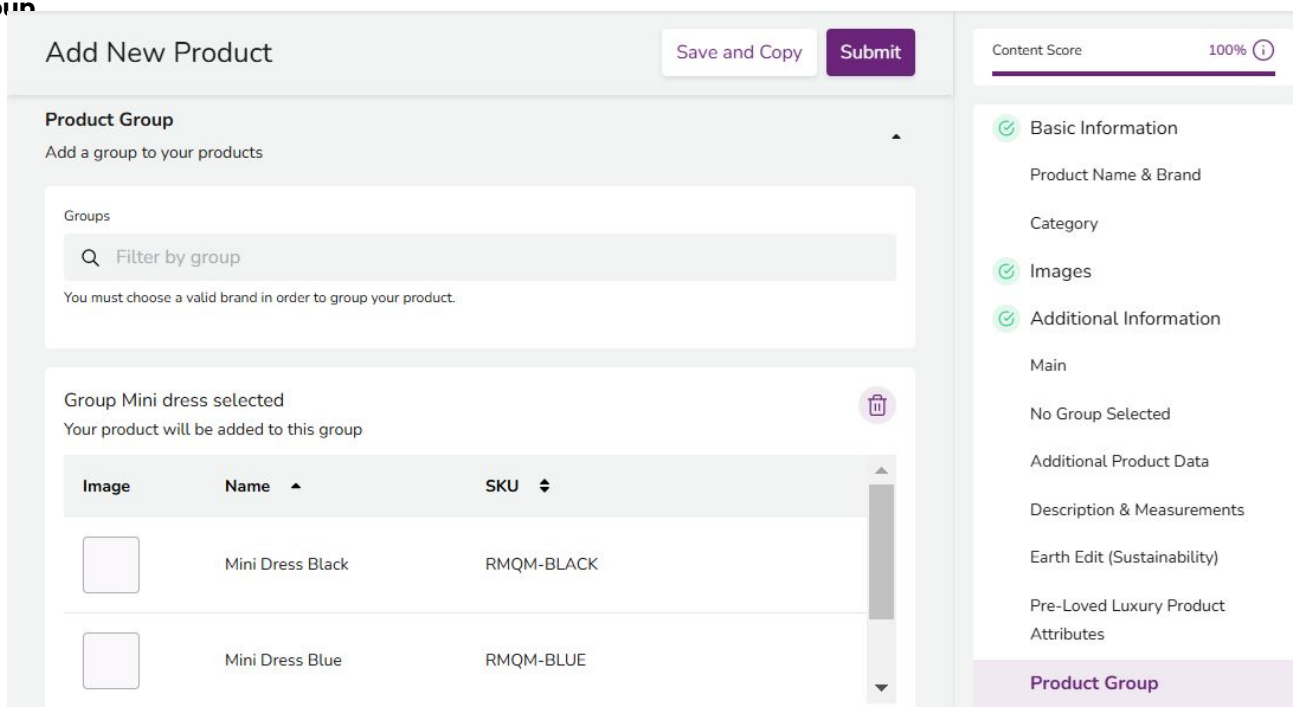


Steps to Upload a Single Product in Seller Center

Step 6. (**Optional**) Fill in your product details in the Additional Information > **Product Group section.**

In the Group column, enter the group name with the product name that has similarities (1 parent sku).

If you have chosen a group name, products that have the same group name will automatically appear in your product group list.

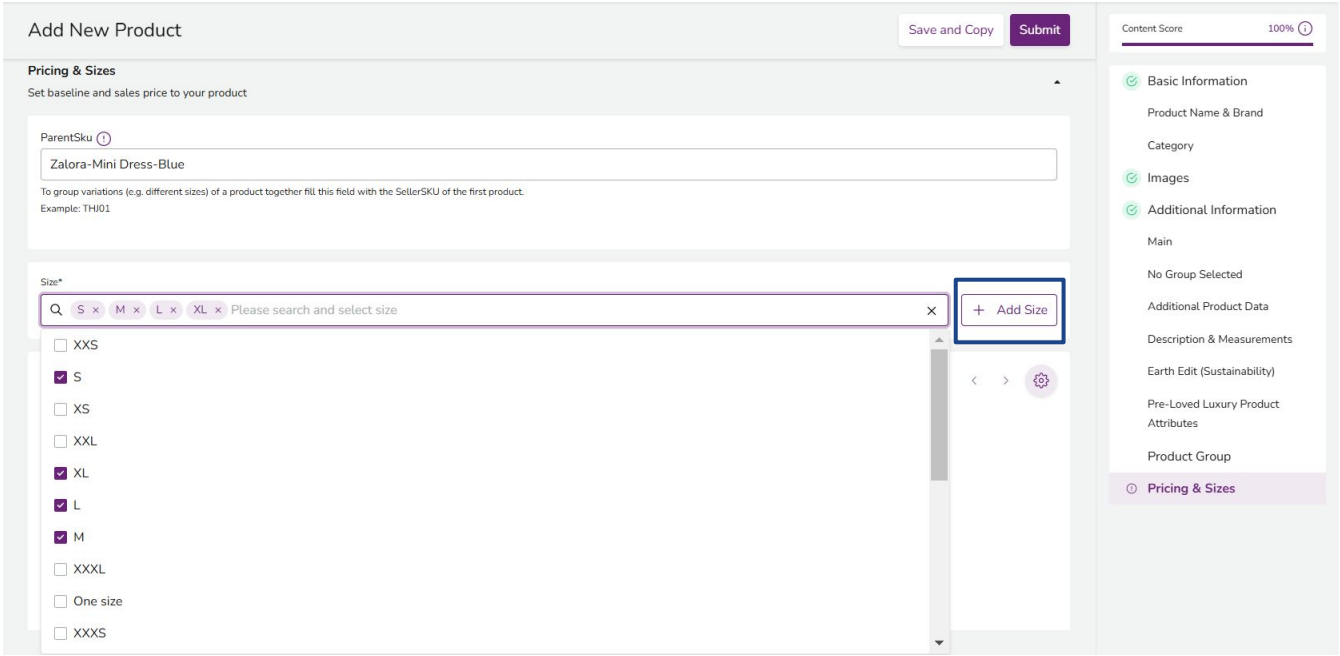


Steps to Upload a Single Product in Seller Center

Step 9. Fill in your product details in the Additional Information > **Pricing & Sizes** section.

Fill this section with your product's **Parent SKU.**

- Find the right size by opening the available drop down
- Don't forget to click **Add Size** so that the seller can fill in the details of each size



Steps to Upload a Single Product in Seller Center

Step 9. Fill in your product details in the section
Additional Information > Pricing & Sizes

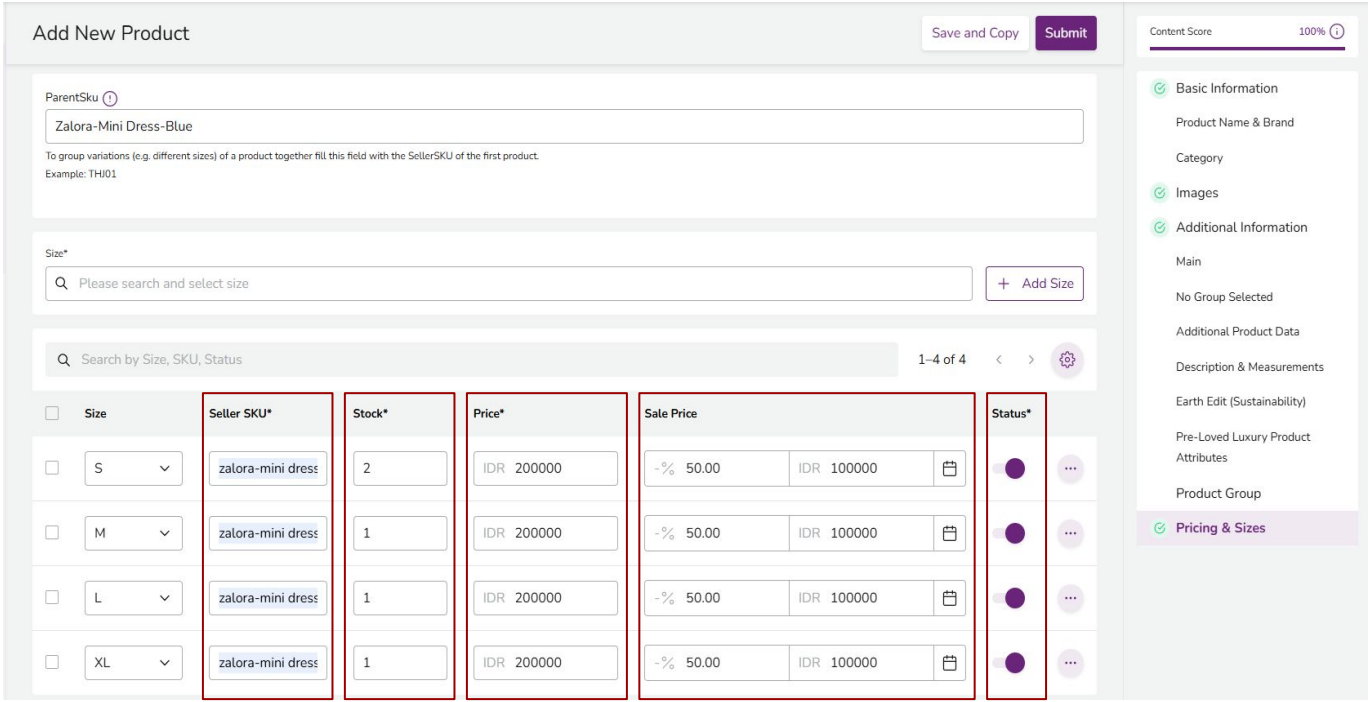
Seller SKU: Product SKU With per-size information. Each Seller SKU must be unique for each color variation
1 color = 1 SKU
5 colors = 5 SKUs

Stock: Make sure you have enough stock to sell on Zalora

Price: Fill in the price of your product.
Make sure the price for each size is the same price

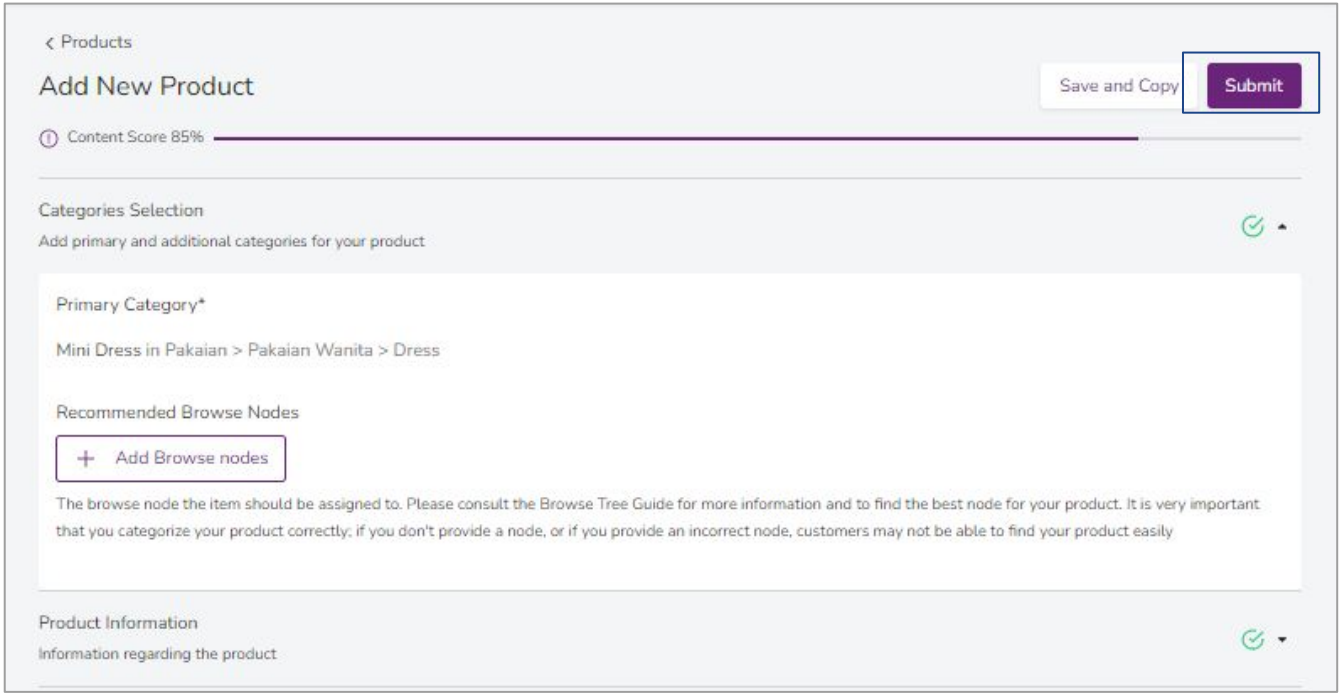
Discount price, discount start date, discount end date: fill this section with the discount price, start and end date of the discount price period updated on the logo 

Status: you can set your product status per size **(active/inactive)**



Steps to Upload a Single Product in Seller Center

If the uploaded image is appropriate, click **Submit.**
After that, your product has been successfully uploaded.



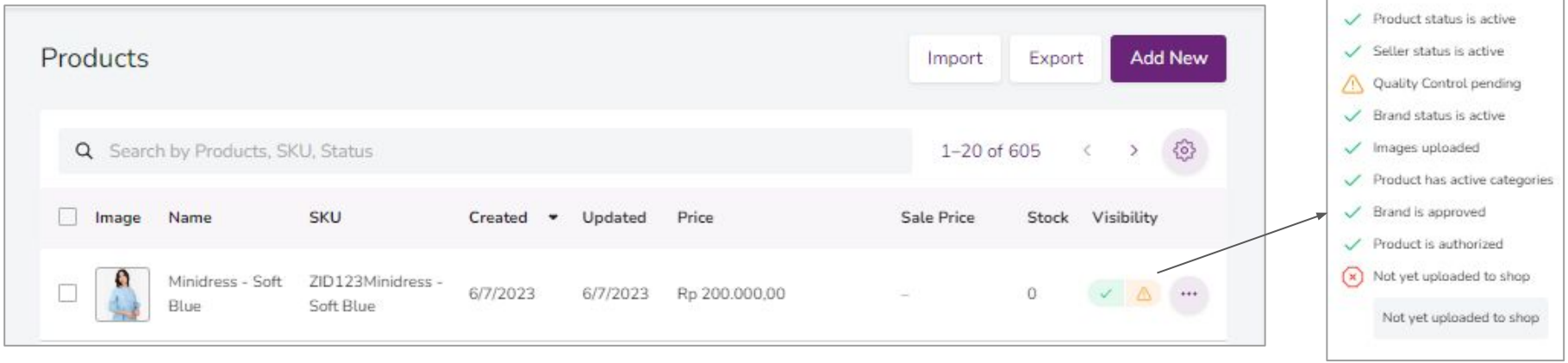
Steps to Upload a Single Product in Seller Center

Products **> All Products**

If your product has been successfully uploaded, it will appear on the main page. **All Products**

Please wait up to 2-3 business days for your product's Quality Control process approval

If your product has been approved, then the icon ⚠ will turn into ✓



ZALORA

Automated Product Photo Quality Checks



Product Image QC Automation

The **Image QC Automation** feature uses the AI-powered Smart QC Engine to inspect product images when you upload or update products. It checks whether the images meet ZALORA's quality standards and provides feedback within minutes, helping you review flagged SKUs and make corrections without waiting for a manual QC review.

Rejection alerts from the Smart QC Engine are recommendations; ZALORA's QC team makes the final decision. However, when the system is highly confident that an image does not meet the required standards, it may automatically reject the product. In these cases, you will not receive a rejection alert.

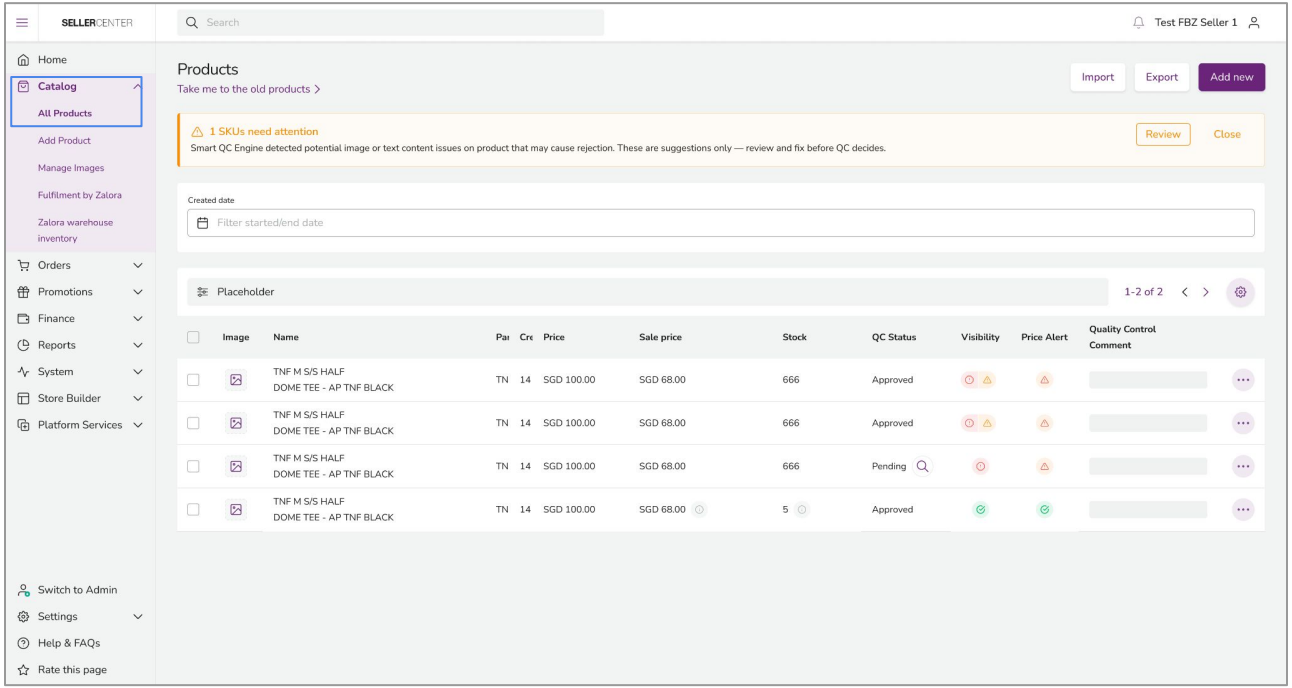
ZALORA

Product Image QC Automation

Products > **All Products**

View Products Awaiting QC Inspection with Rejection Warnings

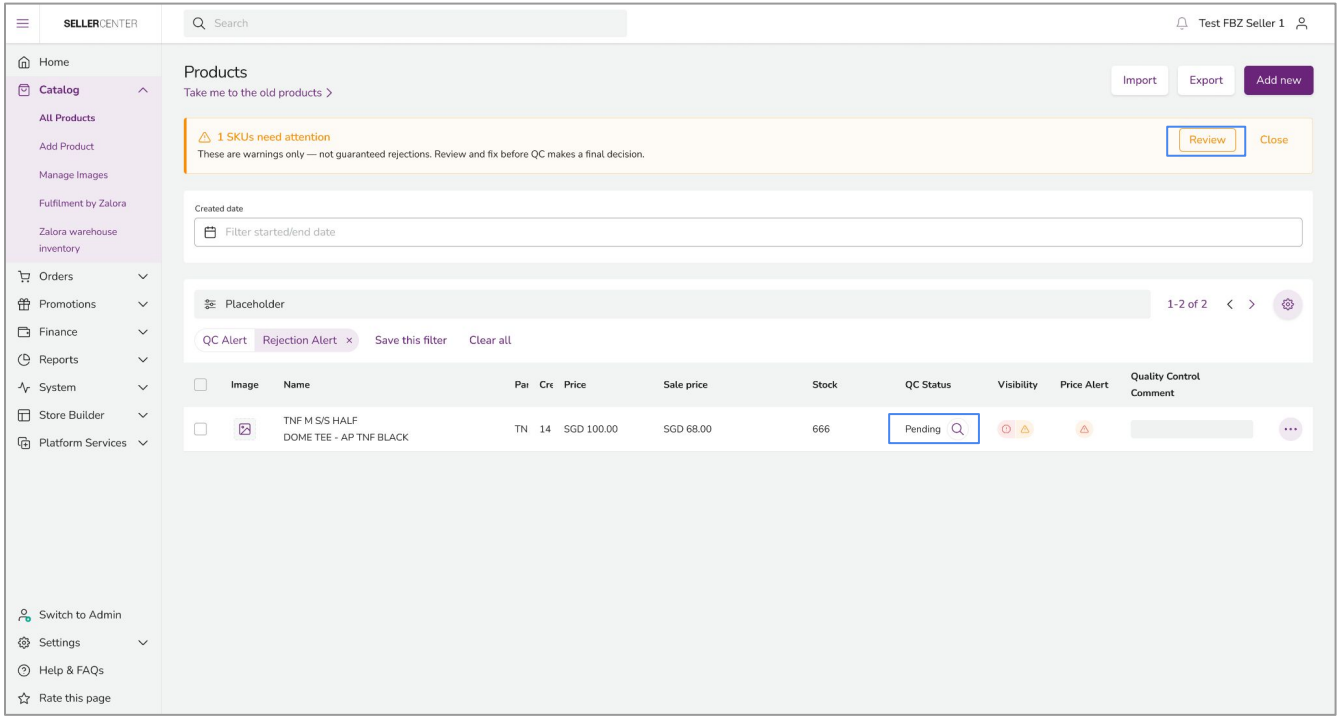
If any products awaiting QC inspection have a rejection warning, a **yellow pop-up** will appear at the top of the **Catalog > All Products** page.



Product Image QC Automation

Products **> All Products**

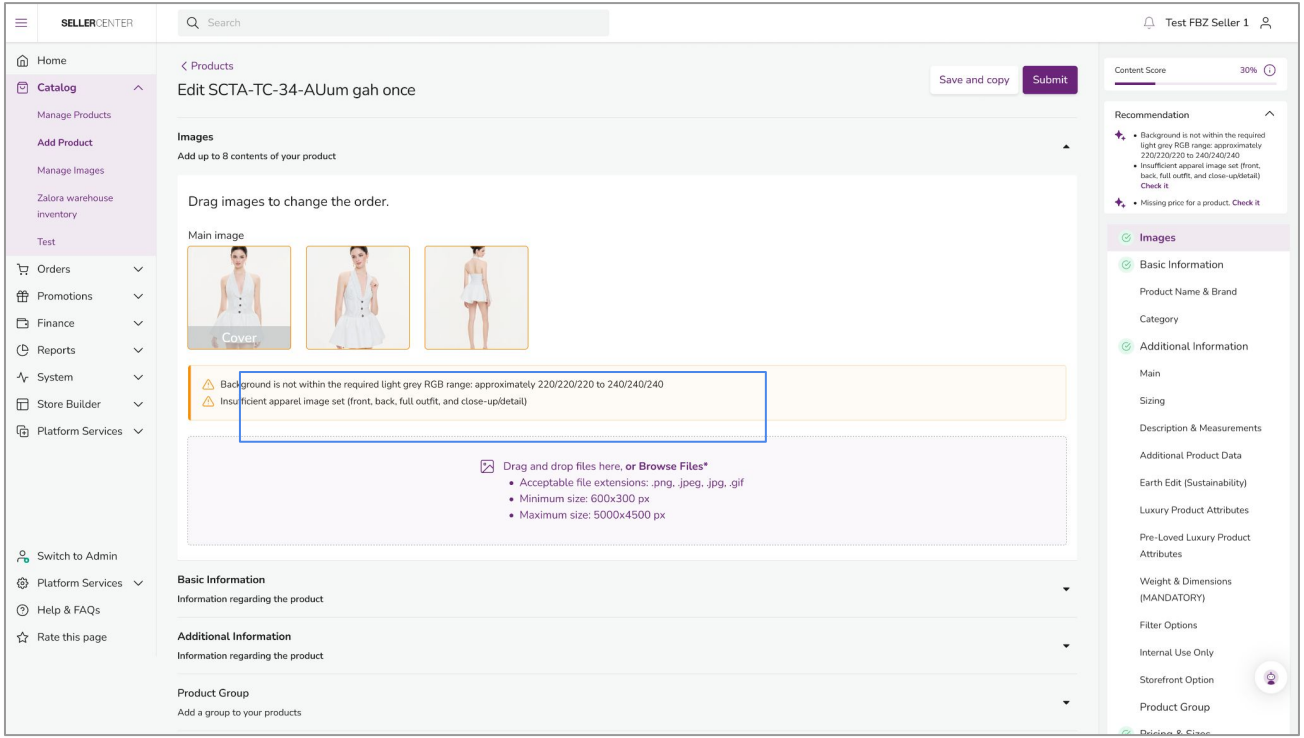
Click **Review** to view the filtered list of products with rejection warnings. To see a brief summary of a warning, hover over the magnifying glass icon in the **QC Status** column.



How to View Product Rejection Notices

Open the **Edit Product** page to review any alerts for the product. Recommendations from the Smart QC Engine appear in the upper-right corner. Click **Check it** to open the alerts section.

Images that need review will be highlighted. Below each image, you'll see potential rejection reasons and relevant comments. If you choose to follow the recommendations, make the necessary changes and resubmit the product.

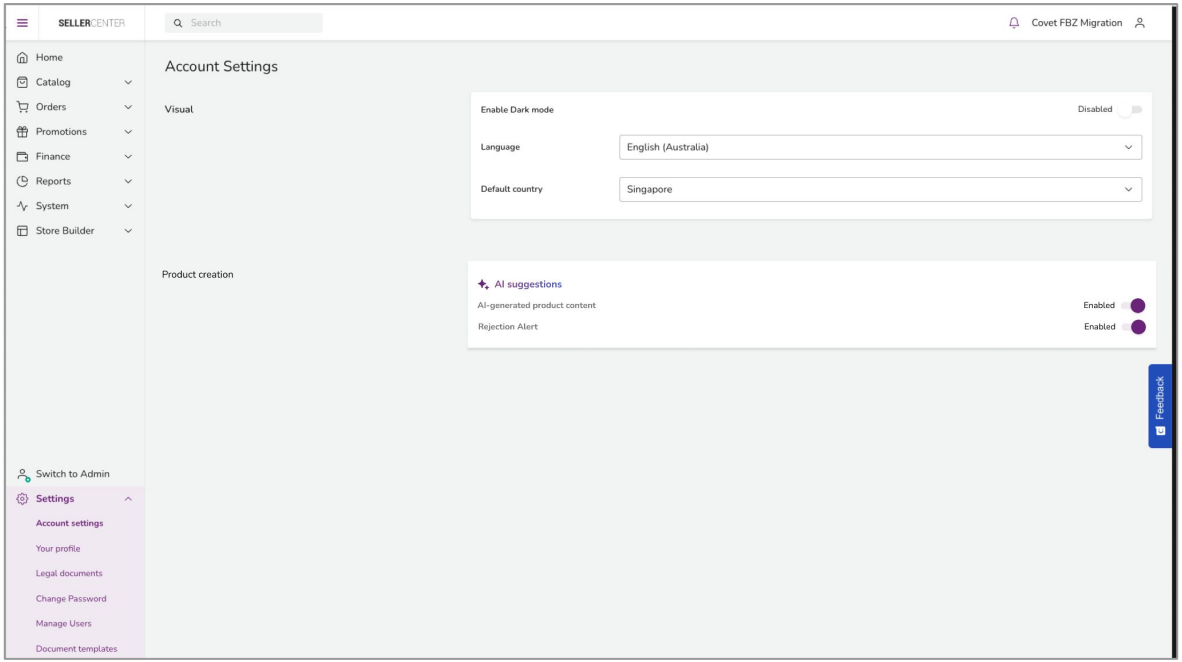


Product Image QC Automation

Rejection Alert Settings

Rejection alerts are automatically enabled for all sellers when the feature is released. You can turn them off or back on from the **Account Settings** page. Under **AI Suggestions**, toggle **Rejection Alert** to your preferred setting.

Disabling rejection alerts will not stop the Smart QC Engine from checking your products.



ZALORA

Bulk Product Upload



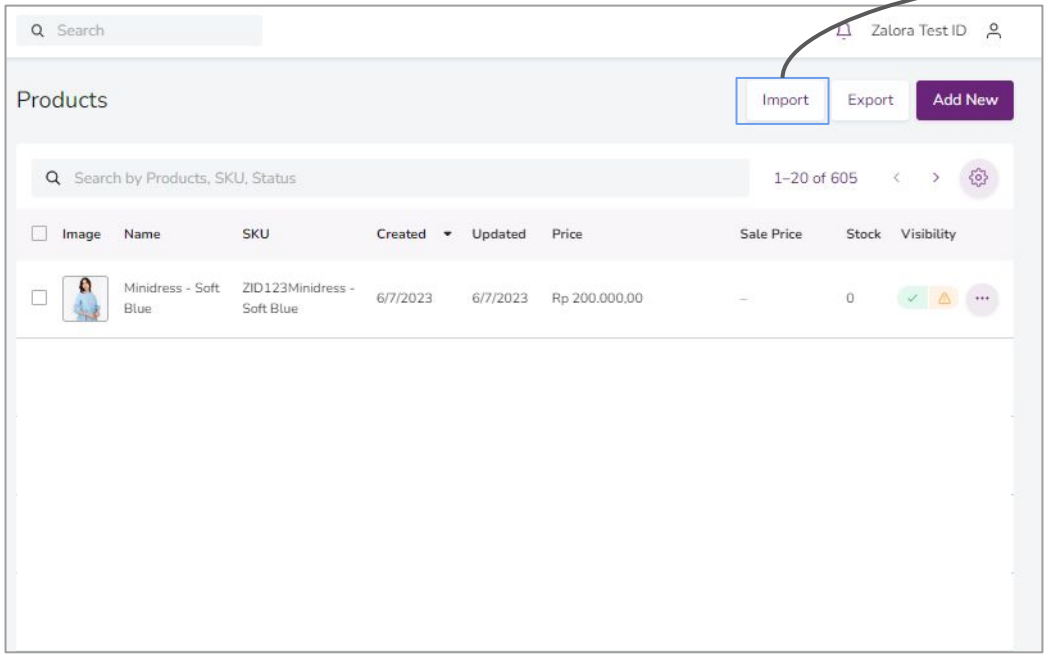
Steps to upload your products - Bulk Product Upload

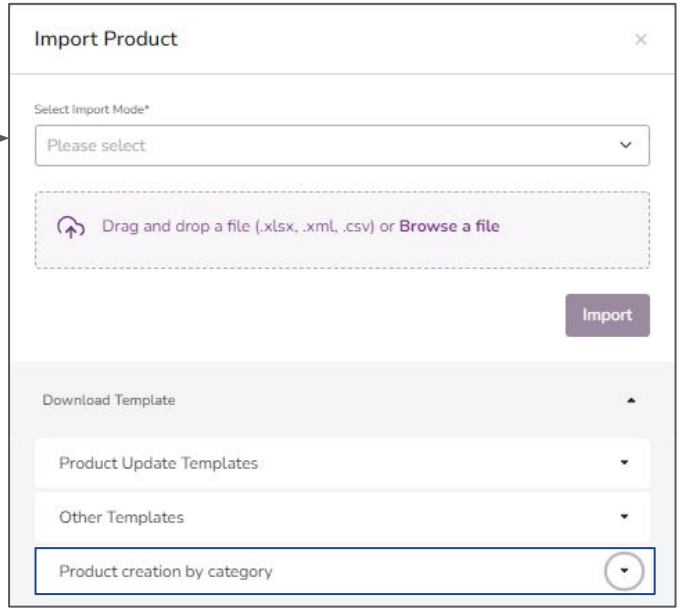
Download Templates | Template Filling | Import Template | Image

If you have many products and want to upload them to Seller Center in bulk, you can use the **Batch upload template.**

Steps to download the template:

1 Select the **Products menu > All Products**
Then, click **Import > Download Template > Product creation by Category**



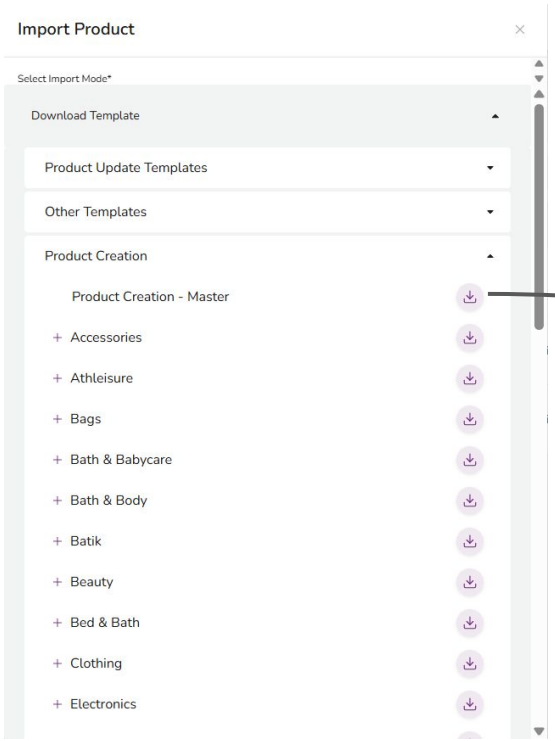


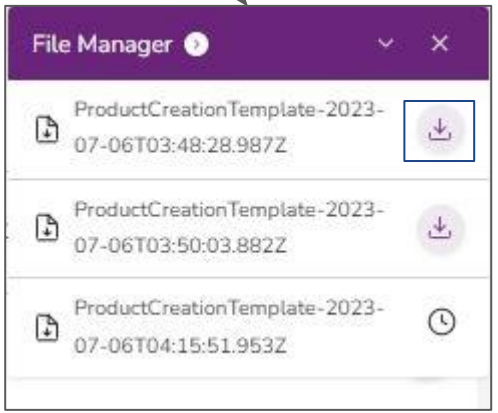
Steps to upload your products - Bulk Product Upload

Download Templates | Template Filling | Import Template | Image

2 Select Master Template or a template according to your product category. Then, wait about a minute for the template to finish downloading.

3 Click Icon to save your batch upload template

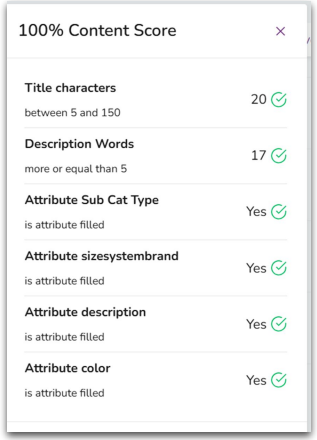




Steps to upload your products - Bulk Product Upload

Fields below are mandatory

Mandatory & Non-editable Fields	Mandatory & Editable Fields
• Sub Cat Type • Brand • Gender • Size System (for reference please refer to this table for "allowed" size system + size combination) • Size • Shipment Type	• Name (Product Name) • SKU Supplier Config • Seller SKU • Price • Product Description • Packaging size and weight • Browse Nodes • Color • ColorFamily • Price • Variation (Size) • Material • Description • CareLabel • Measurements



Mandatory & Non-editable Fields should be final
Please make sure that information that we feed into Seller Centre when it comes to mandatory & non-editable fields is correct and final. Updates to these fields are not possible and SKUs with missing information on these fields will be rejected. If amendment is required, please proceed to delete and recreate the SKU.

Maintain information aligned
All mandatory fields need to be the same across all ventures where the product will be created (e.g. same in Seller Centre HK, TW, SG, etc.)

Note: PrimaryCategory-(is not editable
when ZALOORA skus has been generated

Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | **Import Template** | **Image**

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.

PRODUCT CREATION - MASTER TEMPLATE									
Reference ID on a product-color level. Style-color code printed on product hang tag. Mandatory Editable e.g. THJ01-PINK * As best practice, ParentSKU to be the same as SkuSupplierConfig. For existing SKUs with new variations/sizes, please use the same SkuSupplierConfig and ParentSKU created.		Reference ID on a product-color level. Style-color code printed on product hang tag. Non-mandatory Editable e.g. THJ01-PINK * If you don't fill in this field, this field will be completed automatically by the seller SKU of the first variation. As best practice, ParentSKU to be the same as SkuSupplierConfig. For existing SKUs with new variations/sizes, please use the same SkuSupplierConfig and ParentSKU created.		Reference ID on a product-color-size level. Style-color-size code printed on product hang tag. Mandatory Editable e.g. THJ01-PINK-S		Brand of the product. Will display on ZALORA website. Please input approved brand for your account only. Input must be the same as the dropdown options available. Mandatory Non-editable e.g. ZALORA		Gender of the product. Please refer to the Seller Academy for the list of matching Gender and Sub Cat Type. Input must be the same as the dropdown options available. Mandatory Non-editable e.g. Female	
SkuSupplierConfig		**ParentSku**		**SellerSku**		**Brand**		**Gender**	
THJ01-PINK		THJ01-PINK		THJ01-PINK-S		ZALORA		Female	

Product SKU code.
1 sku = 1 Sku Config

Fill with SkuSuppConfig from your product sku

Your product code per size.

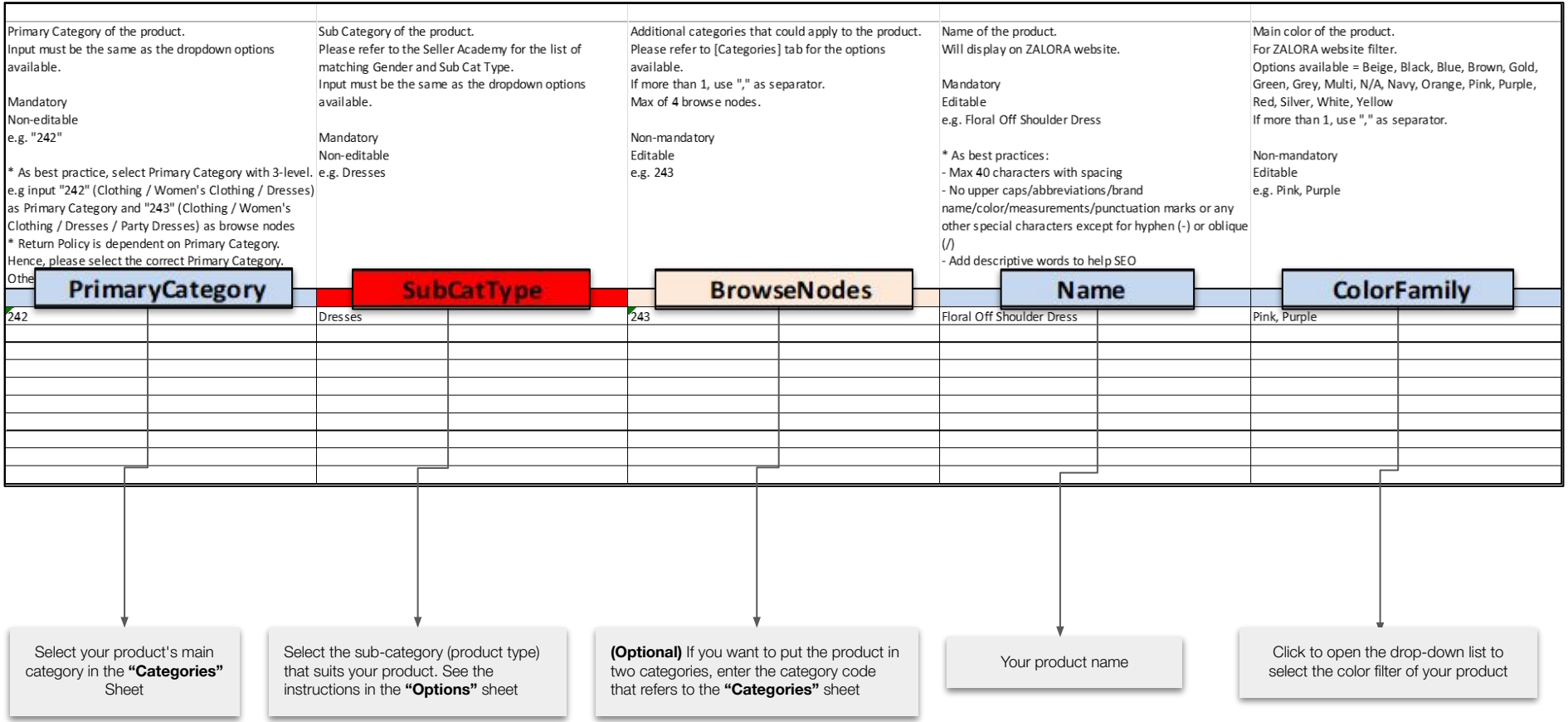
Fill in your product brand

Select the gender according to your product

Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | **Import Template** | **Image**

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.



Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | **Import Template** | **Image**

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.

Color	IsSample	Quantity	Price	SalePrice
Color of the product. Will display on ZALORA website. Non-mandatory Editable e.g. Dusty Pink/Purple * As best practices: - Max 20 characters - No upper caps (ensure title caps)/abbreviations/brand name/color code/pattern/product description - Use "/" as separator (no space), no special characters other than "-" and "/" (BAD e.g. BLK #6, wht top)	Use this only if the product is a sample in a Free Gift promotion. Non-Mandatory Editable	Quantity/stock of the product. Non-mandatory for SKU creation Editable e.g. 1, 50 * Requires at least 1 SellerSKU has stock > 0 to be live onsite * No decimal number	Price/black price of the product. Will display on ZALORA website. Mandatory Editable e.g. 899 * Numbers only - please do not input Currency * 2 decimal places	Markdown/red price of the product. Will display on ZALORA website. Non-mandatory Editable e.g. 499 * Numbers only - please do not input Currency * 2 decimal places
Dusty Pink/Purple		50	899	499

Fill in the color of your product

Leave it empty (sample in a Free Gift)

The number of product stocks per size

Product price

Discount or markdown price (if any)

Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | **Import Template** | **Image**

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.

SaleStartDate	SaleEndDate	ProductId	VideoLink	Year
Start date of SalePrice. Format: YYYY-MM-DD HH:MM:MM Mandatory when SalePrice is inputted Editable e.g. 2024-08-08 10:30:00	End date of SalePrice. Format: YYYY-MM-DD HH:MM:MM Mandatory when SalePrice is inputted Editable e.g. 2024-08-15 23:59:00	EAN/UPC/ISBN	To include an instructional video in product images in the website. Non-mandatory Editable e.g. Ih7G41KBdD8 * YouTube video only * Video ID Only	Identifier for the year the product belongs to. Input must be the same as the dropdown options available. Mandatory when Season is inputted. Editable e.g. 2024
08/08/2024 10:30	15/08/2024 23:59	Product-123 test		2024

Discount date starts, format: YYYY-MM-DD

Discount date ends, format: YYYY-MM-DD

The Product ID is system-generated and cannot be changed by the seller.

provide a specific URL link of your video product

Identifier for the year the product belongs to

Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | **Import Template** | **Image**

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.

Season	Material	MaterialComposition	Range	DiamondPave
Identifier for the collections the product belongs to. Input must be the same as the dropdown options available. Mandatory when Year is inputted. Editable e.g. Spring-Summer	Composition of the product. For all categories except Glasses & Shoes. Will display on ZALORA website. Non-mandatory Editable e.g. 100% Cotton * As best practices: - Percentage (%) of material (highly encouraged) - Ensure calculation equals to 100% - Organize composition in descending order - No upper caps/abbreviations/color/descriptive words/lace/lining - Add a li a	Composition of the product. Please refer to [Options] tab - "MaterialComposition" for the options available. If more than 1, use "," as separator. Non-mandatory Editable e.g. Cotton	For Apparels and Accessories category only. For ZALORA website filter. Input must be the same as the dropdown options available. Non-mandatory Editable e.g. Maternity	For Accessories category only. For Fine Jewellery sellers only. Please refer to [Options] tab - "DiamondPave" for the options available. If more than 1, use "," as separator. Non-mandatory Editable e.g. Yes
Spring-Summer	100% Cotton	Cotton	Maternity	Yes

Identifier for the collections the product belongs to.

Composition of the product.

Please refer to [Options] tab - "MaterialComposition" for the options available.

For ZALORA website filter.

For Accessories category only.

Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | **Import Template** | **Image**

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.

Gemstone	StoneShape	FrameColor	FrameShape	LensColor
The type of precious stone that the jewellery is made up of/contains. For Accessories category only. For Fine Jewellery sellers only. Please refer to [Options] tab - "Gemstone" for the options available. If more than 1, use "," as separator. Non-mandatory Editable e.g. Diamonds	The shape of precious stone. For Accessories category only. For Fine Jewellery sellers only. Please refer to [Options] tab - "Gemstone" for the options available. If more than 1, use "," as separator. Non-mandatory Editable e.g. Pear-shaped	Color of the frame. For Glasses category only. For ZALORA website filter. Please refer to [Options] tab - "FrameColor" for the options available. If more than 1, use "," as separator. Mandatory Editable e.g Black, White	Shape of the frame. For Glasses category only. For ZALORA website filter. Input must be the same as the dropdown options available. Mandatory Editable e.g Round	Color of the lens. For Glasses category only. For ZALORA website filter. Please refer to [Options] tab - "LensColor" for the options available. If more than 1, use "," as separator. Mandatory Editable e.g Black, White
Diamonds	Pear-shaped	Black, White	Round	Black, White

For Fine Jewellery sellers only.

The shape of precious stone.

Color of the frame.
For Glasses category only.

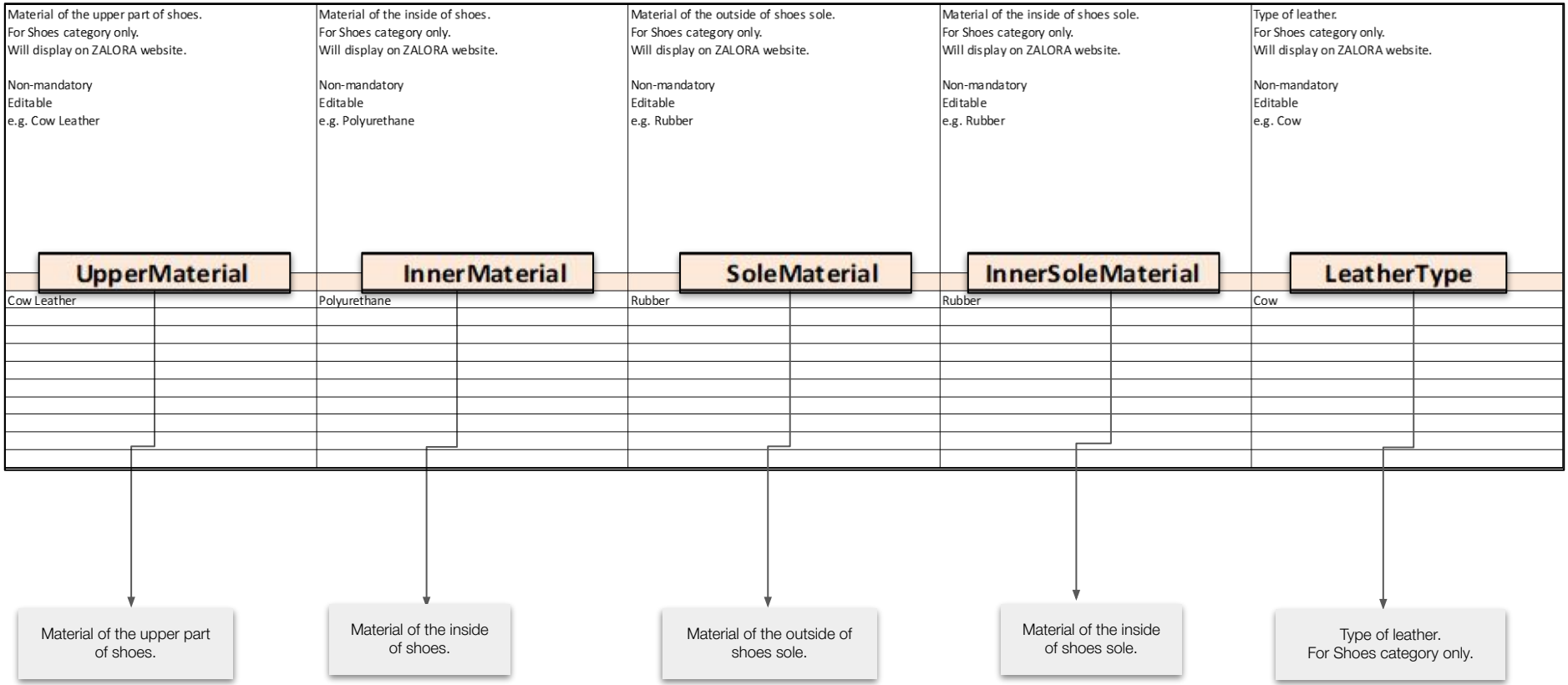
Shape of the frame.

Color of the lens.

Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | Import Template | Image

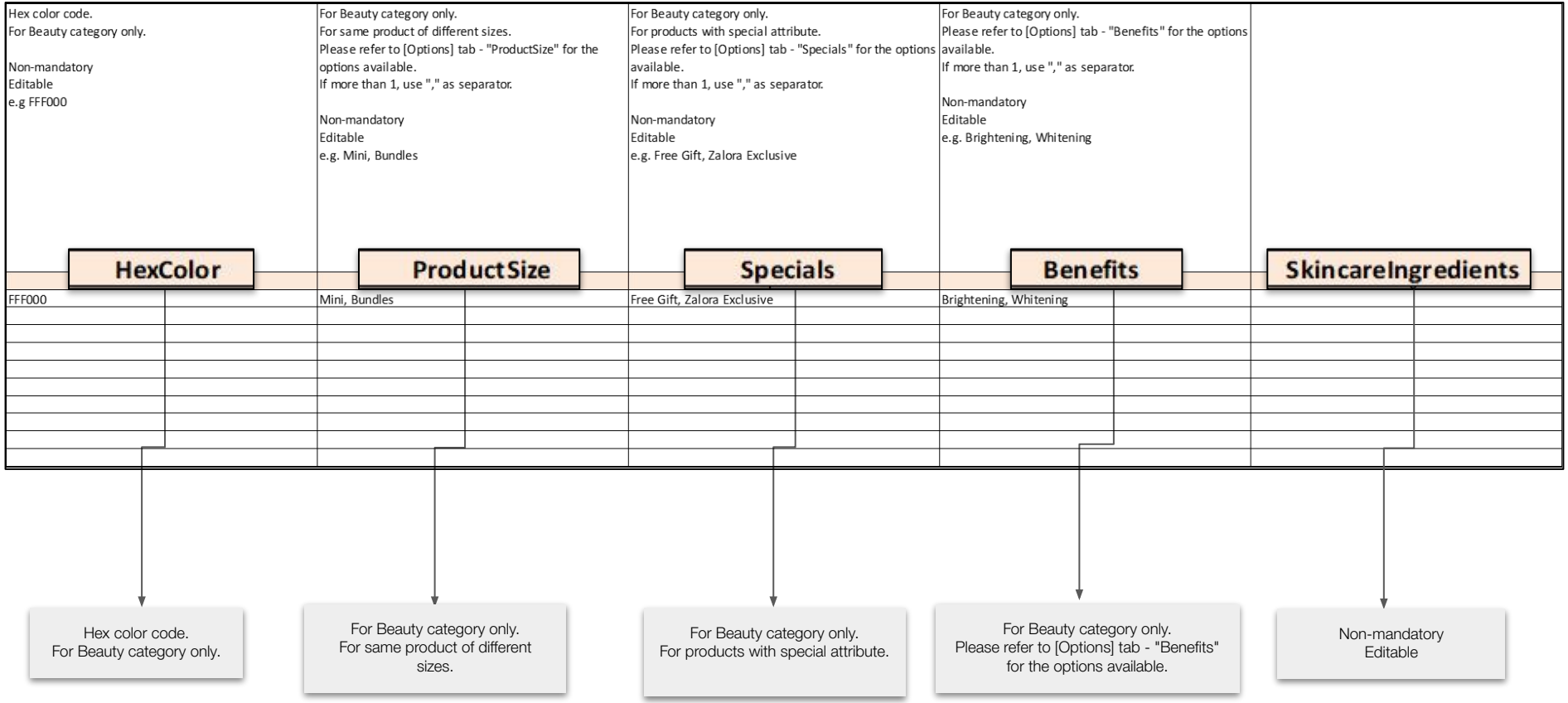
After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.



Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | Import Template | Image

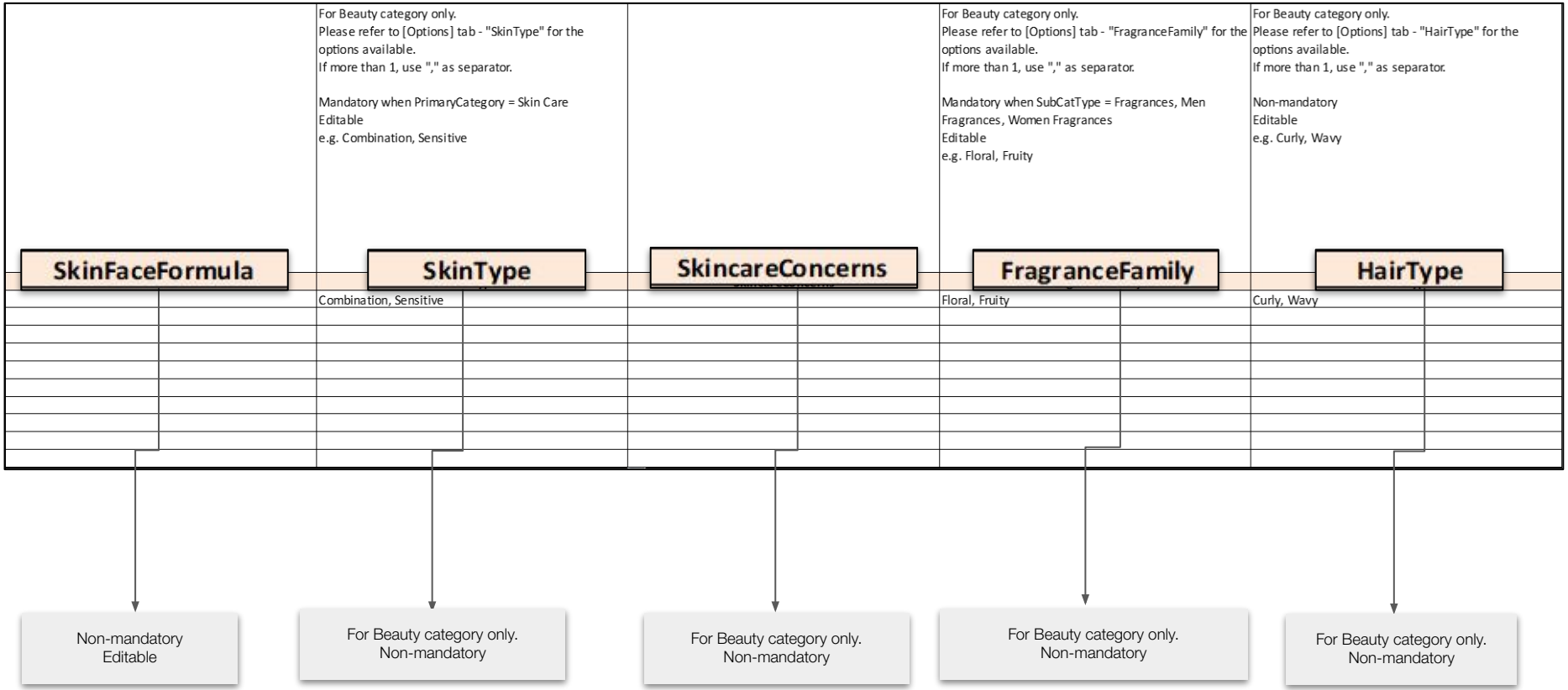
After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.



Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | Import Template | Image

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.



Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | Import Template | Image

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.

SunProtection	BristleType	FaceFinish	FaceCoverage	BrandOrigin
For Beauty category only. Please refer to [Options] tab - "SunProtection" for the options available. If more than 1, use "," as separator. Mandatory when SubCatType = Beauty Sun-care, Sun-care Editable e.g. SPF under 15, SPF 30 and under	For Beauty category only. Please refer to [Options] tab - "BristleType" for the options available. If more than 1, use "," as separator. Non-mandatory Editable e.g. Natural, Synthetic			For Beauty category only. Please refer to [Options] tab - "BrandOrigin" for the options available. If more than 1, use "," as separator. Non-mandatory Editable e.g. Korean, Japanese
SPF under 15, SPF 30 and under	Natural, Synthetic			Korean, Japanese

Non-mandatory
Editable

For Beauty category only.
Non-mandatory

For Beauty category only.
Non-mandatory

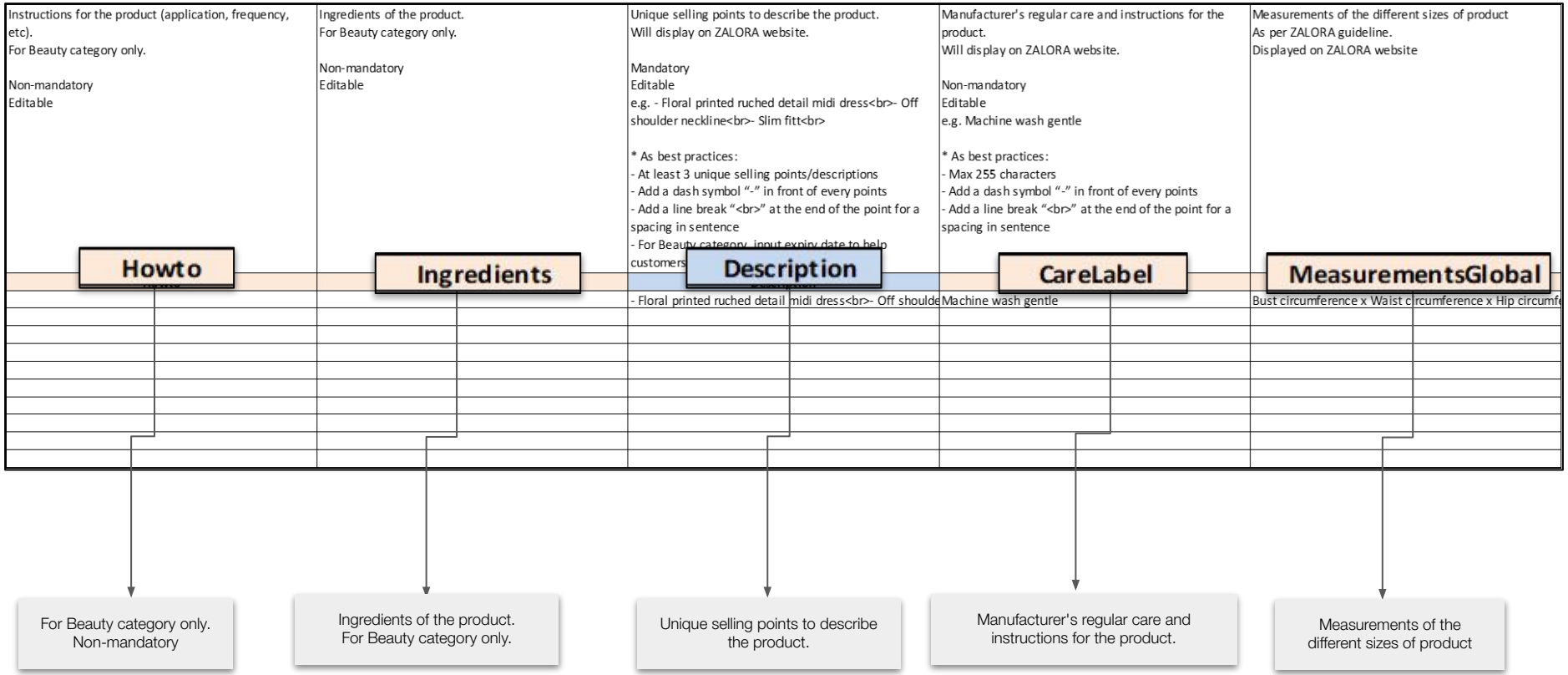
For Beauty category only.
Non-mandatory

For Beauty category only.
Non-mandatory

Steps to upload your products - Bulk Product Upload

Download Templates | **Template Filling** | **Import Template** | **Image**

After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.



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Modeiswearing	Modelbodymeasurements	EarthEditTag	EarthEditCriteria	EarthEditProof
Size of the garment the model is wearing Displayed on ZALORA website	Model's body measurements relevant to the product. Will display on ZALORA website. Non-mandatory Editable e.g. Model wears a size S and is 5'8" tall	Product attributes that present ethical or environmental benefits. Once ZALORA has verified the product meets our sustainability criteria, it will be tagged under ZALORA's Earth Edit range. Input must be the same as the dropdown options available. Non-mandatory Editable e.g. Organic Materials	Product attributes that present ethical or environmental benefits. Once ZALORA has verified the product meets our sustainability criteria, it will be tagged under ZALORA's Earth Edit range. Input must be the same as the dropdown options available. Non-mandatory Editable e.g. Organic Materials - Organic Cotton	Please provide the supporting link as proof of your sustainability claim (a link to the product page, third-party certification website, certification documents, etc). Non-mandatory Editable
UK 8	Model wears a size S and is 5'8" tall	Organic Materials	Organic Materials - Organic Cotton	

Size of the garment the model is wearing

Model's body measurements relevant to the product.

Product attributes that present ethical or environmental benefits.

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Please provide the supporting link as proof of your sustainability claim

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For Beauty category only. Non-mandatory Editable	For Beauty category only. Non-mandatory Editable	For Beauty category only. Non-mandatory Editable	For Beauty category only. Non-mandatory Editable	For Beauty category only. Non-mandatory Editable	For Beauty category only. Non-mandatory Editable	For the Accessories category only. Non-mandatory Editable	For the Accessories category only. Non-mandatory Editable	For the Accessories category only. Non-mandatory Editable
Occasion	**Care**	**HairConcerns**	**HairCondition**	**LipsFormula**	**Eyes**	**BrandCollection**	**AccessoriesCollection**	**TechnicalFeatures**

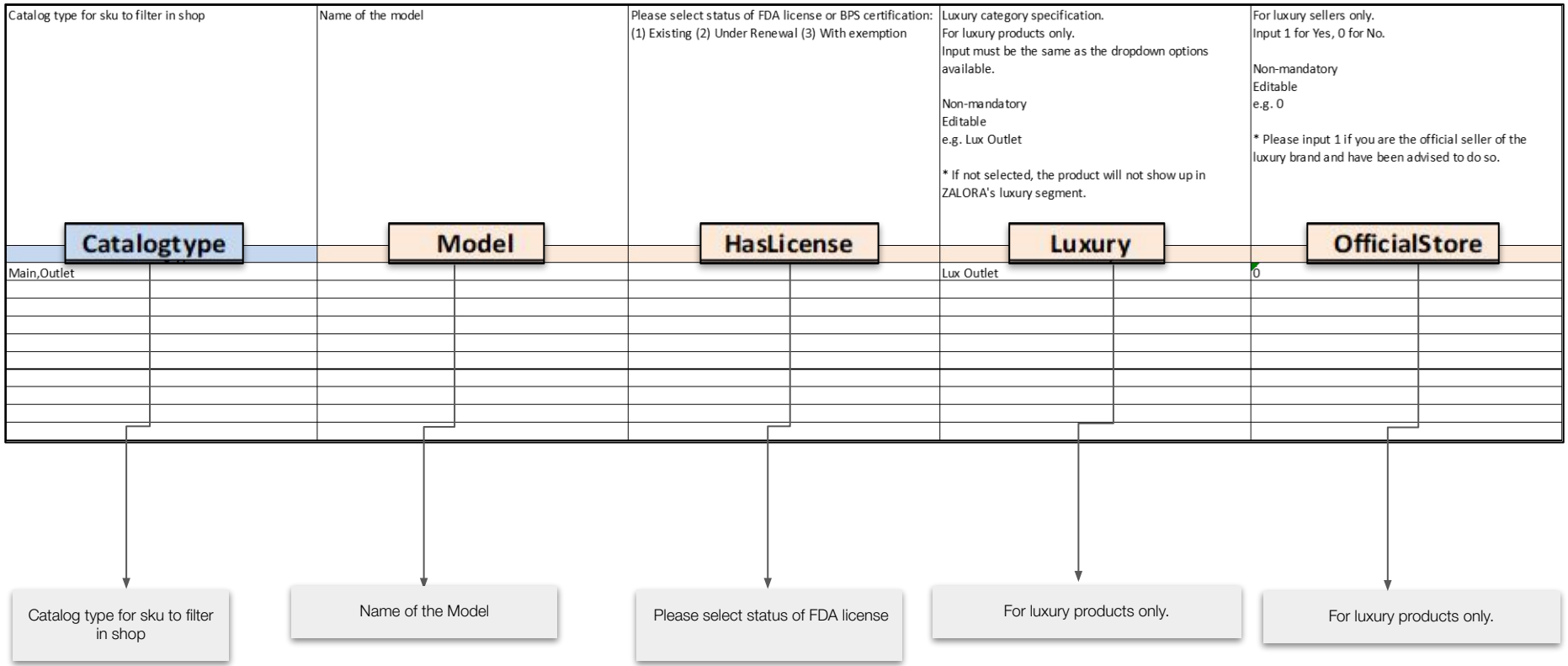
For Beauty category only.
Non-mandatory

For Accessories category only.
Non-mandatory

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Condition	Variation	Sizesystembrand	AgeGroup	PickedByEditor
Condition of the pre-loved item. For luxury products only. For pre-loved products only. Input must be the same as the dropdown options available. Non-mandatory Editable e.g. Very Good	Size of the product. Please refer to the [Mapped Attributes] tab for the list of matching Sub Cat Type, Size System Brand, and Size. Mandatory Non-editable e.g. S, M, L, 6, 8, 10	Size system used for the product. Please refer to the [Mapped Attributes] tab for the list of matching Sub Cat Type, and Size System Brand. Mandatory Non-editable e.g. International, UK, US, etc.	Age group of the product. For KIDS only. For ZALORA website filter. Please refer to [Options] tab - "AgeGroup" for the options available. If more than 1, use "," as separator. Mandatory when Gender = Boys, Girls, Unisex-kids Editable e.g. (0-2 yrs) - Baby, (3-7 yrs) - Kids, (8-12 yrs) - Junior	Tick this option if you would like to include the product in the Editor's Pick section of your store front Values: 1 - if you wish to include the sku to the Editor's pick section 0 - if you wish to remove the sku from the Editor's pick section
Very Good		International	(0-2 yrs) - Baby, (3-7 yrs) - Kids, (8-12 yrs) - Junior	1

Condition of the pre-loved items

Size of the product

Size system used for the product

Age group of the product

If you wish to include the SKU to the Editor's Pick

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Height of the packaging in cm. Non-mandatory Editable e.g. 50	Length of the packaging in cm. Non-mandatory Editable e.g. 50	Width of the packaging in cm. Non-mandatory Editable e.g. 50	Estimated package weight in kg. Non-mandatory Editable e.g. 50
50	50	50	50

BoxHeightSimple

BoxLengthSimple

BoxWidthSimple

WeightSimple

Height of the packaging in cm

Length of the packaging in cm

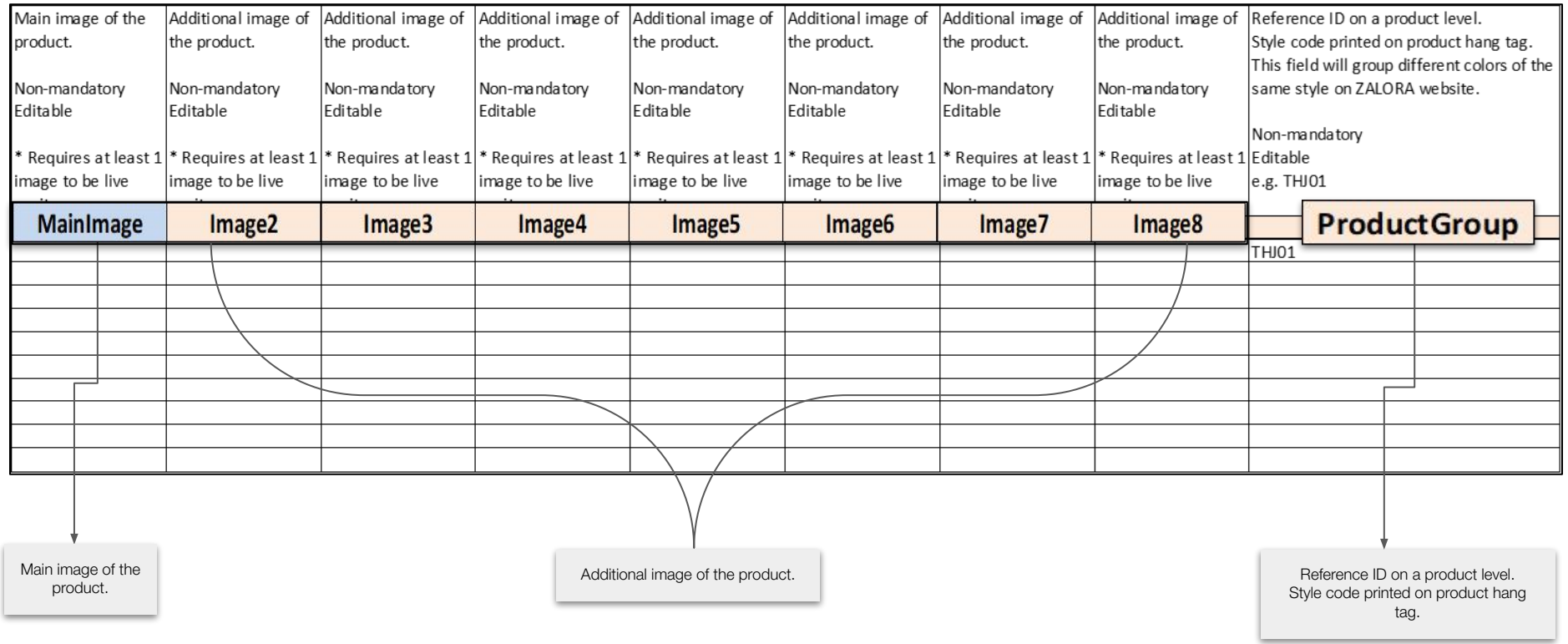
Width of the packaging in cm

Estimated package weight in kg.

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After the template is downloaded, fill in the information about your product in the template on the 'Upload Template' sheet.

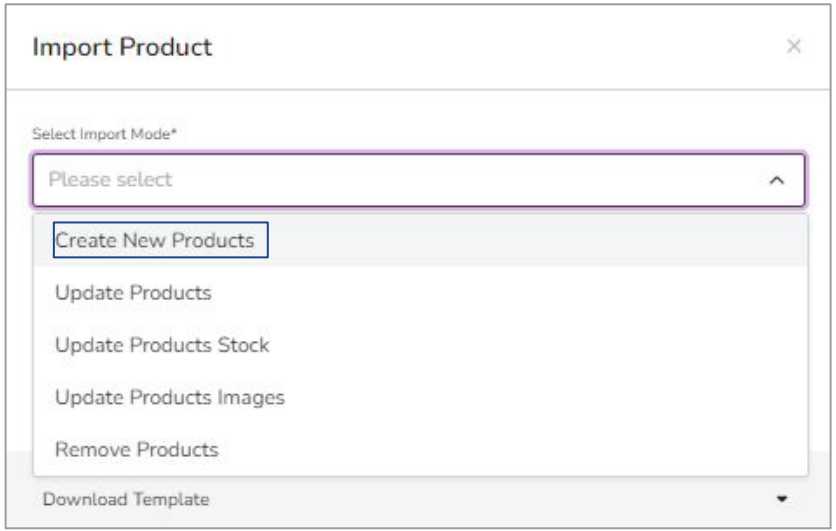


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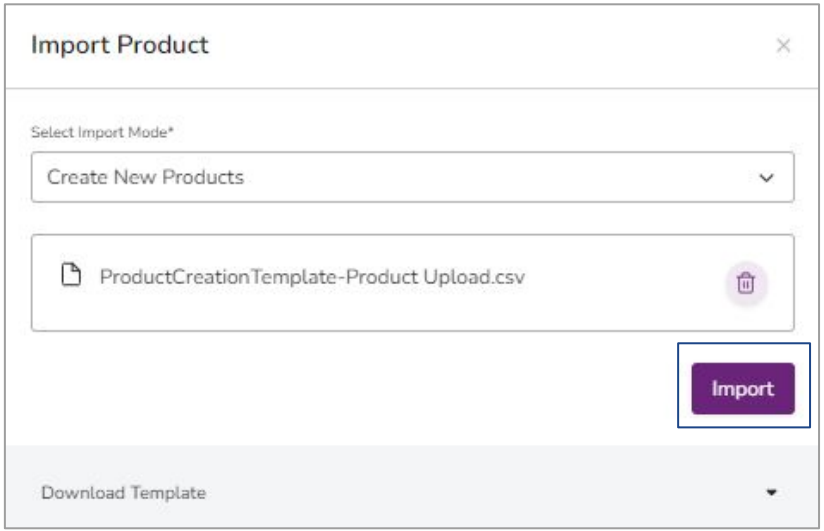
Download Templates | Template Filling | **Import Template** | Image

1 Select **Tab Products > All Products > click Import**

Then select **Create New Products** in the dropdown



2 After the template is uploaded, click **Import** then wait until the file is successfully uploaded.



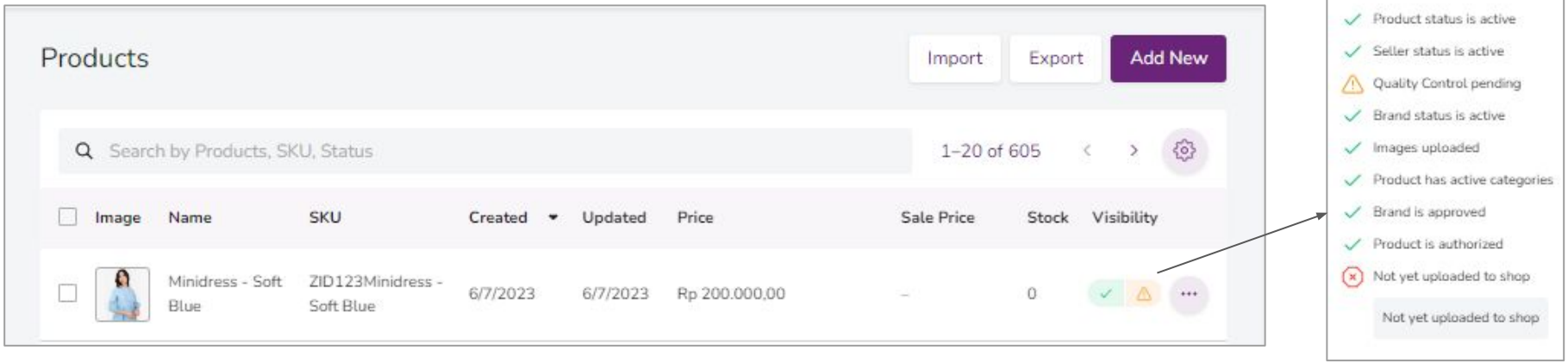
Steps to upload your products - Bulk Product Upload

Products **> All Products**

If your product has been successfully uploaded, it will appear on the main page. **All Products**

Please wait up to 2-3 business days for your product's Quality Control process approval

If your product has been approved, then the icon ⚠ will turn into ✓



ZALORA