

ZALORA

PH Seller Performance Management

Oct 2025



Overall Approach

1. The immediate approach is to engage, understand, and support the Sellers in managing their performance. This includes classifying the sellers into categories, MP Ops working closely with the Account Managers, and taking actions if Sellers are still not improving.
2. MP Ops will be monitoring the following key metrics for our sellers:

No.	Metrics	Target	Description
1	Seller Related Cancellation (SRC)	< 0.5%	Addresses delay in processing orders, delay in handing over parcels to 3PL, and stock management
2	Seller Handling Time (%R2S)	> 97%	Addresses delay in processing orders to Ready to Ship (R2S) status
3	Seller Related Return (SRR)	< 0.5%	Addresses order packing quality and accuracy (defective, missing items, wrong items)

Performance Review

Metrics	Target	Calculation	Description
Seller Related Cancellation (SRC)	< 0.5% / < 5 orders / NMV < € 3,000	$\frac{\text{\# of orders canceled due to seller}}{\text{\# of orders created}}$	Orders that are canceled by ZALORA or seller or due to: 1. delayed processing 2. failed pickup 3. out of stock / item not available / defective Threshold value of <u>more than 0.5% / 5 orders / NMV € 3,000</u> will be considered a serious SRC breach
Seller Handling Time (%R2S)	> 97%	$\frac{\text{\# orders updated to R2S within 1 business day}}{\text{\# of orders created}}$	Aging orders will lead to low % within SLA. Prioritize processing orders first-in, first-out. Threshold value of <u>less than 97%</u> will be considered a serious %R2S breach
Seller Related Return (SRR)	< 0.5% / < 5 items	$\frac{\text{\# of items returned due to seller}}{\text{\# of items delivered}}$	Orders that are returned due to: 1. defective item sent by seller 2. missing item by seller 3. wrong item sent by seller Threshold value of <u>more than 0.5% / 5 items</u> will be considered a serious SRR breach

Immediate Approach and Framework

Conditions	Actions	PIC
SRC - SRC < 0.5% / < 5 orders / NMV < € 3,000 %R2S > 97% SRR < 0.5% / < 5 items	MP Ops to continue monitoring	MP Ops
Seller highlighted if any ONE of the conditions met: SRC - SRC > 0.5% / > 5 orders / NMV > € 3,000 %R2S < 97% SRR > 0.5% / > 5 items	Engage AM with monthly calls to understand reason, mitigation plan, and support needed from MP Ops	MP Ops, AM
	Warning letter to Seller <i>Note: There will be no change to seller's listing and Seller Center access</i>	MP Ops
	EA1: Impose 50% daily order limit for 2 weeks or 2 weeks suspension if order volume too low <i>Note: Seller's listings will not appear on ZALORA website once the daily order limit reached. Seller will still be able to log on to Seller Center to complete processing all pending orders to avoid further additional fees</i>	MP Ops Manager + Respective Commercial Lead
	EA2: Impose 1 month suspension <i>Note: Seller's listings will not appear on ZALORA website during the suspension period. Seller will still be able to log on to Seller Center to complete processing all pending orders to avoid further additional fees</i>	
	EA3: Termination	MP Ops Head + Respective Commercial Lead
Special SRC conditions - Condition 1: SRC = 100% - Condition 2: 50% < SRC < 100%	- Condition 1: Proceed with EA3 - Condition 2: Proceed with EA1 -> If no improvement after a month, proceed with EA3	MP Ops Manager + Respective Commercial Lead

Inconsistent Performance

Action taken on sellers with inconsistent performance will be one level lower than the month when action were taken, rather than restarting the process from a Warning Letter

To illustrate:

Month 1: KPI
Fail

Action: Warning Letter 1

Month 2: KPI
Fail

**Action: 50% order limit for 2 weeks
/ 2 week suspension**

Month 3: KPI
Fail

Action: 1 month suspension

Month 4: KPI
Met

No Action

Month 5: KPI
Fail

**Action: 50% order limit for 2 weeks
/ 2 week suspension**

Special Consideration

Sellers who accumulate warning letters will face the additional following actions:

Conditions	Actions	PIC
› 2 warning letters in 6 months period	EA1: Impose 50% daily order limit for 2 weeks or 2 weeks suspension if order volume too low	MP Ops Manager + Respective Commercial Lead
› 3 warning letters in 8 months period	EA2: Impose 1 month suspension	
› 4 warning letters in 10 months period	EA3: Termination	MP Ops Head + Respective Commercial Lead

Scenarios:

Example 1: Seller Performance doesn't improve

Month 1: KPI
Fail

Action: Warning Letter 1

Month 2: KPI
Fail

Action: 50% order limit for 2 weeks
/ 2 week suspension

Month 3: KPI
Fail

Action: 1 month suspension

Month 4: KPI
Fail

Action: Contract Termination

Example 2: Seller Performance improves

Month 1: KPI
Fail

Action: Warning Letter 1

Month 2: KPI
Met

No Action

Month 3: KPI
Met

No Action

Month 4: KPI
Fail

Action: Warning Letter 1

Month 5: KPI
Fail

Action: 50% order limit for 2 weeks
/ 2 week suspension

Example 3: Seller Performance inconsistent

Month 1: KPI
Fail

Action: Warning Letter 1

Month 2: KPI
Met

No Action

Month 3: KPI
Fail

Action: Warning Letter 1

Month 4: KPI
Met

No Action

Month 5: KPI
Fail

Special Consideration Action: 50%
order limit for 2 weeks / 2 week
suspension

Notes:

1. Seller rating will reset once they meet KPI in the following month.
2. 1 review period is defined as 1 calendar month.
3. The Respective Commercial Category Lead will approve the relevant Escalation Actions (EA) for Account Managed Sellers.
4. MP Ops Manager or MP Ops Head will approve the relevant Escalation Actions (EA) for Longtail Sellers.
5. Suspended seller must undergo the suspension period to get reactivated.
6. Delisted seller may submit a request for account reactivation via [Contact Us Form](#) and our Seller Help Desk Team will review the request within 5 working days. Successful appeal is determined by the validity of KPI breach reasons.
7. Both Sellers or Commercial Team can appeal a decision.
If appeal accepted, action will be "on hold" for the specified period.
If seller performance doesn't improve, action will continue from where it was last "on hold".
8. There will be certain circumstances that require additional action, and these will be dealt with on a case by case basis outside of this framework.
Approval will be requested from either relevant Commercial Category Lead or MP Ops Head.
9. Daily order limit to be calculated based on the below formula:

Daily order limit = Immediate past 3 month order volume / 3 X 50% / 30 days

Note: Daily order limit has to be whole number and needs to be a minimum of 1.

If seller order volume after 50% order limit is < 1 order per day, alternative action of 2 week suspension to be taken.

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Seller Rating



Seller Rating

1. Seller rating is calculated based on previous month's fulfillment performance.

KPIs being measured are:

Seller Handling Time

Seller Related Cancellation (SRC)

Seller Related Return (SRR)

Note: Based on Order Date

2. Seller Rating will be updated every 15th of the month which reflects last month's performance (eg. Rating updated on Apr 15 reflects March's performance).
3. Seller rating will appear on Seller Center home page

The screenshot shows the Seller Center home page. On the left is a navigation menu with 'Home', 'Catalog', 'Orders', and 'Promotions'. The main content area has a 'Welcome back' message and a star icon followed by 'Your Seller rating: 5.0 / 5', where '5.0 / 5' is circled in red. Below this is a section titled 'Here's what's happening'. On the right, there's a language dropdown set to 'MY' and a 'View' button next to a profile picture placeholder.

4. Click on "Your Seller rating: x.x / 5" to view details

Your Rating Drivers	KPI Value	Period	Score (1-5)	KPI Weight (0-1)	Rating
Seller Handling Time within SLA	100%	30 days	5	0.4	Very Good
Seller Related Cancellation	0%	30 days	5	0.5	Very Good
Seller Related Return	0%	30 days	5	0.1	Very Good

Seller Rating

Ranking	Ranking Name	Ranking Range (Min)	Ranking Range (Max)	Ranking Medal
5	Recommended Seller	4.5	5.0	
4	Proficient	4.0	4.5	
3	Intermediate	3.5	4.0	
2	Apprentice	3.0	3.5	
1	Beginner	0.0	3.0	

Seller Rating

Seller Handling Time (KPI Weight: 40%)

Rating Name	Min Range	Max Range
Very Good	99%	100%
Good	97%	99%
Average	95%	97%
Poor	90%	95%
Very Poor	0%	90%

Seller Related Cancelation (KPI Weight: 50%)

Rating Name	Min Range	Max Range
Very Good	0.0%	0.13%
Good	0.13%	0.25%
Average	0.25%	0.38%
Poor	0.38%	0.50%
Very Poor	0.50%	100%

Seller Related Returns (KPI Weight: 10%)

Rating Name	Min Range	Max Range
Very Good	0.0%	0.1%
Good	0.1%	0.25%
Average	0.25%	0.4%
Poor	0.4%	0.5%
Very Poor	0.5%	100%

Checking SRC/SRR Orders

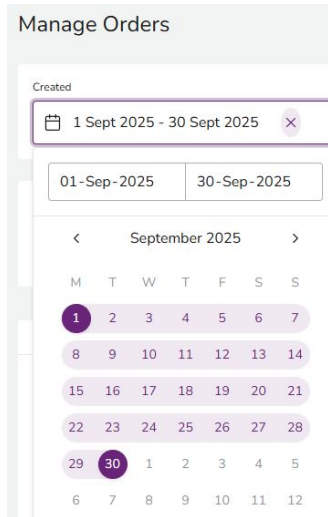


Checking SRC/SRR Orders

Step 1: Orders -> Manage Orders



Step 2: Filter Date Range



Checking SRC/SRR Orders

Step 3:

For SRC, click "Completed" -> click "Canceled"

For SRR, click "Completed" -> click "Returned"

Manage Orders

Created

1 Sept 2025 - 30 Sept 2025

Filter and search by order information

Pending (45) Ready to Ship (35) Shipped (63) Completed

Status Canceled Save this filter

	Order number	Order date	Payment method	Price	Number of items	Packed items	Shipped	
☐	+		30 Sept 2025 22:45		2	0		Delivered Canceled Delivery Failed Returned

Step 4:

For SRC, filter Cancel reason = Delay Processing, Failed Pickup, OOS - Out of stock.
Alternatively, please refer to Step 5.

For SRR, please refer to Step 5.

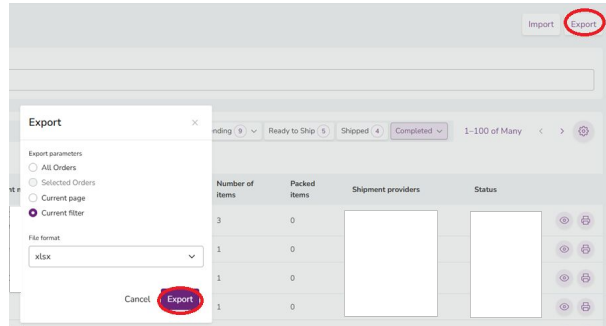
Filter and search by order information

[Clear all](#) [Clear](#) [Apply \(3\)](#)

Order	☐ Changed mind
Product	☒ Delay Processing
Customers	☒ Failed Pickup
Source	☐ Late fulfillment
Payment Methods	☐ Merchant - Failed Pickup
Provider	☐ Online Cancellation
Delivery	☒ OOS - Out of stock
Tags	☐ OOS - Product Not Available from Supplier
Packed	☐ OOS - System Issues
Shipment type	☐ Other
Cancel reason 3	
Invoice	

Checking SRC/SRR Orders

Step 5: Click “Export” -> Export Parameter = Current filter -> Select preferred file format -> Click “Export”



Step 6:

For SRC, filter Status = Canceled.

For SRR, filter Status = Returned.

Step 7:

For SRC, filter Reason = Delay Processing, Failed Pickup, OOS - Out of stock.

For SRR, filter Reason = defective item, wrong item sent, Missing item - Seller.

SRC		SRR	
Status	Reason	Status	Reason
canceled	Delay Processing	returned	4. defective item
canceled	Failed Pickup	returned	7. wrong item sent
canceled	OOS - Out of stock	returned	11. Missing item - Seller

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