

A woman with dark hair and a striped headscarf stands against a white wall under a blue sky. She is wearing a white long-sleeved shirt and a gold chain necklace. The image has a modern, minimalist aesthetic with bold black brushstrokes in the corners.

ZALORA

# FINANCE GUIDELINE

June 2025

# ZALORA

## List of Contents

- Financial reconciliation
- How do sellers see commission details from tax invoices?
- Fees
- How to check balance in ZALORA Seller Center
- Payments
- Differences
- Taxes







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**Financial Reconciliation**

# The kind of monthly report you receive

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## SALES REPORT

Sales report includes all transactions from the previous month. You can view it in Seller Center under the menu. **Report >**

### **Account Statement.**

Only orders with the status of delivered, failed, returned, or canceled are included in the Sales Report. If you have no transactions, you will not receive any documents.

## INVOICE

Invoice detailing all transactions for Service Fees as follows:

- Standard Fee (Commission, Admin Fee, Payment Gateway).
- Additional Fee (Trender Basic)

## CREDIT NOTE

An invoice detailing all transactions for the shipping fee rebate.

# Financial Reconciliation

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For sales in each country, the seller will receive a collection of **Account Statements**, Invoices, Tax Invoices, and Credit Notes in their respective local currencies. For example, as follows:

Calendar Day	5th	18th-21th	15th
Month 1	Orders delivered to customers and returns received in ZALORA WH		
Month 2	Account Statement	Payout	Invoice, Credit Note (if applicable), Tax Invoice

ZALORA issues tax invoices at the end of each month. You will receive the invoice, tax invoice, and Credit Note via the email you provided during onboarding. Invoices are issued by the 15th of each month at the latest.

Due to system limitations, invoices and credit notes can only be sent via email. If the seller wishes to change to a different email address, please submit a request through the Vendor Update Form. It is estimated that the profile update will be synchronized to the Seller Centre within a maximum of 7 days.

If you do not receive the aforementioned documents, please contact us via the Seller Helpdesk.

# Financial Reconciliation

## Example of Tax Invoice and Credit Note:

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PT. Fashion Marketplace Indonesia  
Capital Place Lantai 26  
Jl. Jend. Gatot Subroto Kav. 18  
Kuningan Barat, Mampang Prapatan  
Jakarta Selatan, DKI Jakarta 12710  
Indonesia  
PT. Fashion Marketplace Indonesia is a VAT Registered entity.

INVOICE

NPWP No 03.344.376.3-015.000  
Invoice No 0800024368  
Invoice Issue Date 31.12.2022  
Invoice Issue Place Indonesia  
Payment Due Date 30.01.2023

Bill To  
Name :  
Address :  
Attn :  
Contact :  
Company :

Description	Amount ( IDR )		
For Transaction Period: 01.12.2022-31.12.2022	Net	VAT	Total
Standard fees			
Commission Fee			
Commission Fee Credit			
Fixed Fee			
Admin Fee			
Cancellations & Return Penalties - Credit			
Cancellations & Return Penalties			
Lost or Damaged			
Lost or Damaged Credit			
Monthly Subscription			
Vouchers/ Cart Rules Related Fees - Sales			
Vouchers/Cart Rules Related Fees - Return			
Others			
Production Services			
General Debit Fee			
General Fee Credit			
Voucher Subscription Fee			
Voucher Subscription Fee Credit			
Return Fee			
Return Shipping Fee			
Delayed Dispatch Fee			
Import Fee			
Payment Gateway Fee			
Payment Gateway Credit			
Return Handling Fee			
Trender Fee			
Shipping Fee Rebate			
Shipping Fee Credit			
Delivery Fee by Weight			
Marketing Commitment			
Bad Faith Fee and Incident Fee			
Other Fee Debit			
Other Fee Credit			

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PT. Fashion Marketplace Indonesia  
Capital Place Lantai 26  
Jl. Jend. Gatot Subroto Kav. 18  
Kuningan Barat, Mampang Prapatan  
Jakarta Selatan, DKI Jakarta 12710  
Indonesia  
PT. Fashion Marketplace Indonesia is a VAT Registered entity.

CREDIT NOTE

NPWP No 03.344.376.3-015.000  
Credit Note No 1100005864  
Credit Note Issue Date 31.12.2022  
Credit Note Issue Place Indonesia

Bill To  
Name :  
Address :  
Attn :  
Contact :  
Company :

Description	Amount ( IDR )		
For Transaction Period: 01.12.2022-31.12.2022	Net	VAT	Total
Shipping Fee Rebate			



# ZALORA

**How can sellers access commission details from tax invoices?**

# How can sellers access commission details from tax invoices?

Click **Finance** > **Account Statement** > Download the Tax Invoice Report in the section **Export** > **Invoice Tax Document**.

The screenshot shows the Seller Center dashboard. On the left sidebar, the 'Finance' menu is highlighted with a blue box. The main area displays 'Welcome back, Zalora Test ID!' and 'Your Seller rating: 2.0 / 5'. Below this, there's a section 'Here's what's happening' with a table showing 'Ordered items Today' (2), 'Total Revenue Today (Indonesia)' (IDR 6,000.00), and 'Live Products' (7). There are also sections for 'Required actions' (Pending orders: 0, Reported products: 44, Pending products: 595, 527) and 'Total sales' (IDR 6,000.00, Product sales last 7 days, Down from last week: -86.11%).

All Monthly Reports in Seller Center are based on "delivered" sales. In the sense that when an order is successfully sent to the customer.

The screenshot shows the 'Account Statements' page. The 'Export' button in the top right corner is highlighted with a blue box. An 'Export' modal is open, showing 'Export parameters' with three options: 'Sales report', 'All transactions report', and 'Invoice tax document' (selected). The 'Export' button in the modal is highlighted with a blue box. The main table shows 'Current Statement' for '1 Jun 2025 - 30 Jun 2025'. It lists 'Opening Balance' (-IDR 450,000.00) and 'Orders' (Sales Revenue, VAT, WHT, Other Revenues, Fees, Subsidy, Subtotal). It also lists 'Refunds' (Returned or Cancelled Orders, Debit of other revenues, Refund on Fees, Subsidy Refund, VAT, WHT, Subtotal) and 'Others' (Others, VAT, WHT, Subtotal). On the right, there's a 'Statement List' showing data for Indonesia in the Marketplace time, with a dropdown for '2025' and a 'Change the year to access past account statements.' link. Below this, there's a 'Payout Period / Nr.' section with a table of statements and their status (Unpaid).

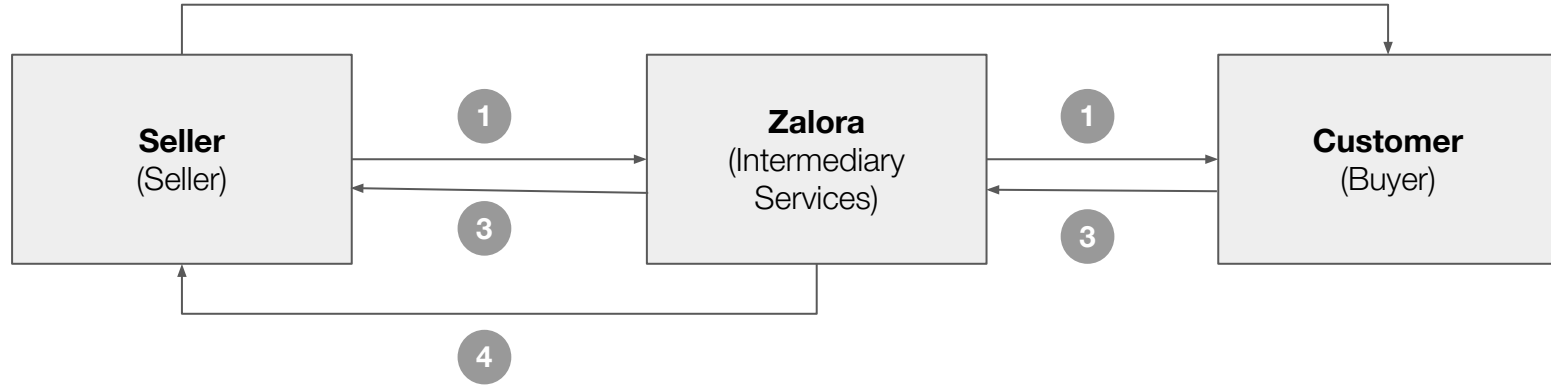
File Manager

ReportTransaction\_2025-06-17T150127+0700.xlsx



# Invoice and Tax Considerations

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## Notes:

1. Seller (Seller) conducts a purchase transaction with Customer (Buyer) through the Zalora site.
2. For this transaction, the product will be shipped directly from Seller (Seller) to Customer (Buyer). If there are any documents that the Seller (Seller) must fulfill regarding the purchase transaction and delivery of goods, such as invoices and tax invoices, these documents must be issued in the names of Seller (Seller) and Customer (Buyer), not in the name of Zalora. In this context, Zalora acts solely as an Intermediary Service connecting Seller (Seller) with Customer (Buyer).
3. Zalora will collect payment from Customer (Buyer) on behalf of Seller (Seller) for the transaction and will transfer it to Seller (Seller) according to the procedures outlined in the agreed contract.
4. Zalora will deduct a fee from the payment to Seller (Seller) for the Intermediary Service as per the agreed contract procedures. In this instance, Zalora will issue an Invoice and Tax Invoice to the Seller concerning the Intermediary Services. If the Seller is required to withhold Article 23 Income Tax, then the Seller is allowed to deduct the Income Tax related to the Intermediary Services from the Invoice issued by Zalora.



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**Cost**

## Cost

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- All fees will be applied unless waived in the Commercial Terms.
- All percentages and amounts stated in the agreement are Net Value. Additional tax charges may apply when Zalora invoices the Seller, depending on the current market tax policy of the country.
- If the fee is refunded due to a return or cancellation by the customer, the tax charged on the fee will also be refunded. However, if the fee is not refunded, such as in the case of gateway payment, and the return or order is canceled, then the tax previously charged on the fee will not be refunded.

# Cost

Cost Type	Description	Refunds related to returned goods
Commission	Fees charged by ZALORA, as agreed in the commercial terms, are based on the price list of products sold on the Website.	Yes
Shipping Fees	A fee charged by ZALORA to sellers to cover the logistics costs incurred for the delivery of orders. This can be charged on a (i) per item basis or (ii) per order/parcel basis.	No
Cancellation & Return Penalties	<p>Standard penalty fee is charged for cancellation &amp; return.</p> <p>Cancellation fee is charged if the order is canceled due to late delivery/failed pickup/cancellation due to out of stock.</p> <p>Return penalty fee is charged if the customer returns the item due to:</p> <ul style="list-style-type: none"><li>a) damaged product</li><li>b) product received is not as expected</li><li>c) product is missing/insufficient</li></ul>	No
Cancellation & Return Penalties - Credit	Return to seller for Cancellation Penalty & Return subject to erroneous charge/penalty exemption (exceptional cases)	N/A
Coupons/ Promotional related charges - Sales	Charged to the seller for each Discount/Promotion Code used by the Customer when checking out. Applies to any discount/promotion funded by the seller	Yes
Coupons/ Promotional related charges - Returns	Returns to seller for any related Discount/Promotion- Fees are charged if Customer returns the product sold.	N/A

# Cost

Cost Type	Description	Refunds related to returned goods
Production Cost	Production Fee will be charged if the seller uses ZALORA Production Services.  Scope of services provided or to be provided in Malaysia, unless stated and agreed between the parties in writing: Managed products include receiving, processing or returning sample photoshoots, photography up to [6] angles (front, side, back and styling), photo retouching, content writing, product categorization up to uploading to Websites.	No
General Debit Cost	General debit fee is an additional fee charged to sellers who are proven to be fraudulent through TRE rules. For details on the fees charged, please check the “comment” column on the All Transaction tab downloaded from each seller’s monthly report.	No
General Credit Cost	General credit charges are additional return fees paid to the seller that are not covered by other fee categories.	N/A
Subscription Coupon Cost	Fees to be paid to ZALORA to activate coupons for seller products on the platform	Yes
Subscription Credit Coupon Cost	Refunds are issued to the seller for the coupon subscription fee incurred when the customer returns the product.	N/A

Return fee	Return fees will be applied for each customer who initiates a return and will cover the shipping of goods from (i) the Customer's address to the ZALORA Warehouse; and (ii) from the ZALORA Warehouse to the Seller. These fees will be calculated "per item" of the returned goods.	No
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# Cost

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Cost Type	Description	Refunds related to returned goods
Return shipping fee / Return to Seller / Return handling fee	The fee charged to the Seller is “per item” based on (i) when a return request is made by the Seller, or (ii) when the Seller or /ZALORA exercises its right to discontinue the product and it needs to be returned to the Seller. This fee will cover the cost of importing the goods, picking up and packing per item for the return and storing the goods while the goods are in ZALORA's warehouse. Any taxes and duties associated with the “Return product to Seller” request will be borne by the Seller.	No
Late shipping fee	Standard Fee per item of product due to late delivery and exceeding the agreed time limit between the seller and ZALORA entity.	No
Payment Gateway fee	standard % of the list price per product sold on the Website, for the use of Payment Gateway Fees offered by ZALORA to Sellers.	No
Trender fee	Monthly subscription fee charged for ZALORA Trender Basic Package subscription.	No
Shipping fee rebate	The reimbursement will be paid to the seller after the shipping cost that has been used by the Customer is charged to the shipping cost. (Applicable to Sellers who choose the 'Shipping Model from ZALORA' type which will be charged the actual 3PL cost)	N/A

# Cost

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Cost Type	Description	Refunds related to returned goods
Credit Shipping Cost	Shipping costs are refunded to the Seller for excess costs incurred in the previous period	N/A
Shipping cost based on weight	Costs are charged based on parcel weight replacing per order/per item.	No
Marketing Commitment / ZAP Commitment	standard % of the list price of products sold on the Website, for the use of marketing services offered by ZALORA.	Yes



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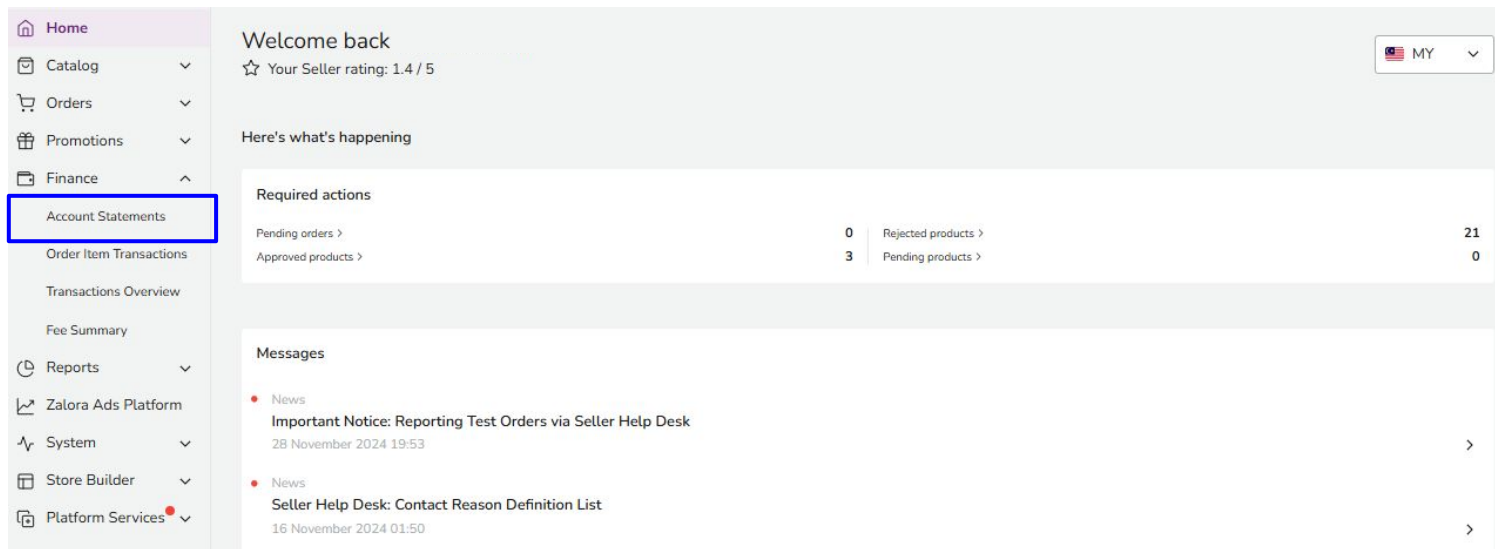
## **How to Check Balance in ZALORA Seller Center**

# How To Check Balance In Zalora Seller Center

Sellers can view the current balance in 'Account Statements' within Seller Center.

## Step:

- Click Menu **Finance** > Choose **Account Statements**



The screenshot displays the Zalora Seller Center interface. On the left, a vertical sidebar contains a list of menu items: Home, Catalog, Orders, Promotions, Finance, Account Statements (highlighted with a blue box), Order Item Transactions, Transactions Overview, Fee Summary, Reports, Zalora Ads Platform, System, Store Builder, and Platform Services. The main content area on the right is titled 'Welcome back' and shows a seller rating of 1.4 / 5. Below this, there's a section for 'Required actions' with a table of pending and approved products. At the bottom, there's a 'Messages' section with two news items.

Required actions	
Pending orders >	0
Approved products >	3
Rejected products >	21
Pending products >	0

**Messages**

- News**  
**Important Notice: Reporting Test Orders via Seller Help Desk**  
28 November 2024 19:53 >
- News**  
**Seller Help Desk: Contact Reason Definition List**  
16 November 2024 01:50 >

# How To Check Balance In Zalora Seller Center

- For a negative balance, it indicates that the seller owes ZALORA the displayed amount.
- For a positive balance, it signifies that the sales balance held by the seller will be paid by ZALORA.

Home	Account Statements			MY	Export
Catalog	HKKKOI5B-20250601-MYR			Unpaid	
Orders	1 Jun 2025 - 30 Jun 2025				
Promotions					
Finance					
Account Statements					
Order Item Transactions					
Transactions Overview					
Fee Summary					
Reports					
Zalora Ads Platform					
System					
Store Builder					
Platform Services					
Switch to Admin					
Settings					
Help & FAQs					
Opening Balance			Negative closing balance from previous statements	MYR 0.00	
Orders			Sales Revenue	MYR 0.00	
			VAT	MYR 0.00	
			WHT	MYR 0.00	
			Other Revenues	MYR 0.00	
			Fees	MYR 0.00	
			Subsidy	MYR 0.00	
			Subtotal	MYR 0.00	
Refunds			Returned or Cancelled Orders	MYR 0.00	
			Debit of other revenues	MYR 0.00	
			Refund on Fees	MYR 0.00	
			Subsidy Refund	MYR 0.00	
			VAT	MYR 0.00	
			WHT	MYR 0.00	
			Subtotal	MYR 0.00	
Others			Others	MYR 0.00	
			VAT	MYR 0.00	
			WHT	MYR 0.00	
			Subtotal	MYR 0.00	
Closing Balance			Total Balance	MYR 0.00	
Payout			Payout	MYR 0.00	

## Statement List

Showing data for Malaysia in the Marketplace time

2025

Change the year to access past account statements.

### Payout Period / Nr.

MYR 0.00 - 1 Jun 2025 - 30 Jun 2025

HKKKOI5B-20250601-MYR

Unpaid

MYR 0.00 - 1 May 2025 - 31 May 2025

HKKKOI5B-20250501-MYR

Unpaid

MYR 0.00 - 1 Apr 2025 - 30 Apr 2025

HKKKOI5B-20250401-MYR

Unpaid





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**Payment**

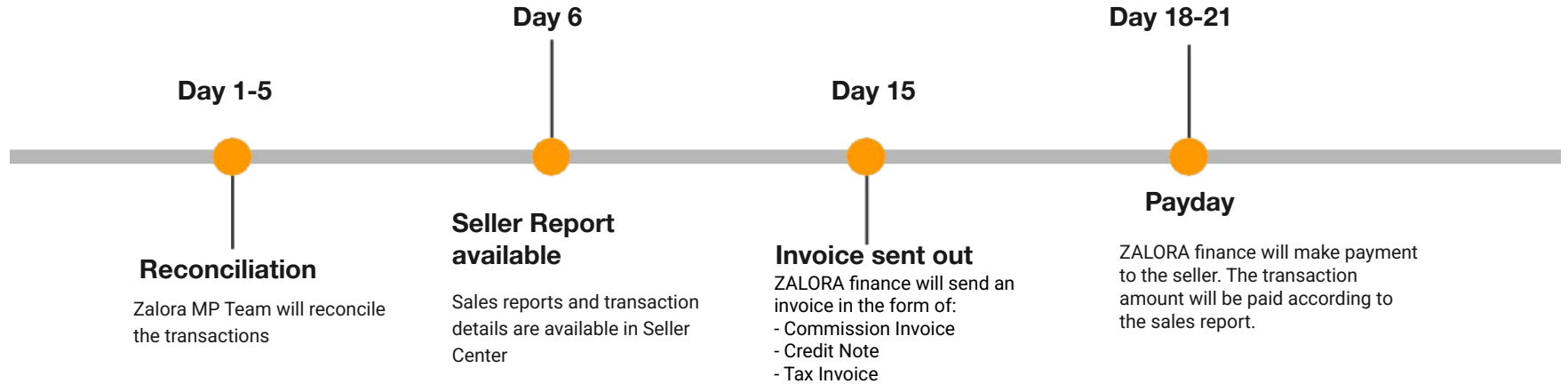
## Payment

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- Zalora payments to sellers are processed once a month. You will receive payments between the 18th and 21st of each month for net sales from the previous month.
- Please ensure that all requested documents are completed during the onboarding process. Unsuccessful payments will be reprocessed in the following monthly cycle.
- If you wish to change your bank account details, please fill out the request [here](#). Allow 7 days for the profile information updates to synchronize in Seller Center.
- Errors resulting from inaccurate information will lead to delayed payments. The finance team will process payments based on the bank details provided. Once updated, payments will be directed to the new bank account in the next payment cycle.

# Financial Timeline

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If there is a difference resulting from transaction problems, it will be processed on the 6th day of the following month.

# Bank Account Details

Payment of sales funds at Zalora to the seller's account based on the Bank account registered in the Seller Center on the menu **Settings** > **Your Profile**. Please ensure that the bank account data listed in the Seller Center is correct.

Bank Account  
Bank account details

Account Name

Account Number

Bank

Bank Code

Bank Information Document

Drag and drop file here, or [Browse file](#)

Allowed types are images, PDF files and MS Word documents

IBAN

SWIFT



**Note:**

**If there is a change in account number,  
please fill in the following form**

<https://forms.gle/iPAjQhRxkvwEyX3p9>

Changes to account numbers will be processed and synchronized in the Seller Center within a maximum of 7 working days.



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**Difference**



# Difference

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- If you notice any discrepancies in your Sales Report, please report the issue through the Seller Helpdesk in Seller Center or via email at [seller-support@id.zalora.com](mailto:seller-support@id.zalora.com)
- If the check has been completed and a discrepancy caused by Zalora is found, we will adjust the difference in your Sales Report for the following month. There will be no review of previously finalized sales reports.
- Adjustments for the difference in funds will be processed and can be verified on the 6th day\*\* in your Sales Report.

 **Note:** \*\* Depends on the type and level of complexity of the problem that occurs.

## Difference

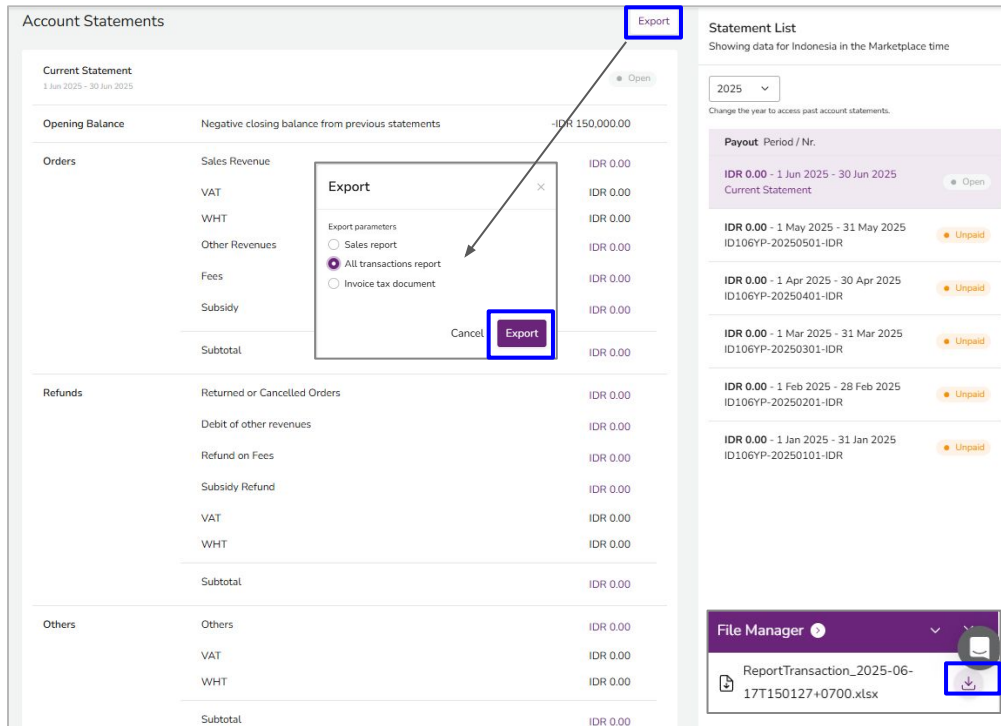
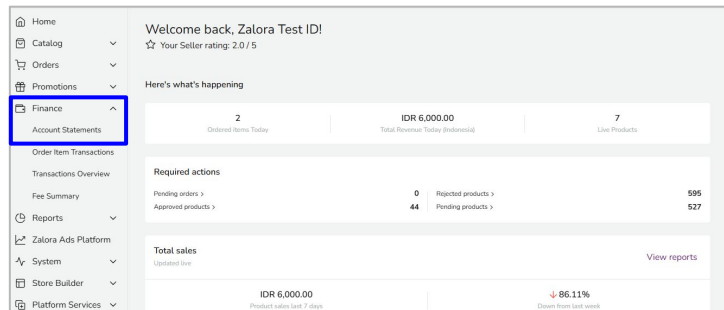
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The types of constraints that lead to variations in the Sales Report are as follows:

Category	Detail	Refund report
Waive penalty order processing	Refund of penalty order to the seller due to (out of stock/failed pick up), which has been charged to the seller, but the package has actually been sent.	Waive Penalty Fee
Claim due to lost item	Sales payments to sellers due to goods being lost in transit, during delivery to customers or return to the seller's address.	Sales Revenue
Sales adjustment (Mismatch status order)	Sales payment to the seller because the order status has been cancelled, but the package has actually been received by the customer.	Sales Revenue
Claim due to defective/wrong item sent to seller	Sales payment to the seller due to the return package received by the seller being damaged/inappropriate.	Sales Revenue
Transaction Adjustment	Adjustment for transaction billing errors charged to the seller by Zalora (Example: Charge for Trender Basic)	Refund on Fees

# How do sellers view the specifics of the differences?

- Click the **Finance** menu > **Account Statement** > select the transaction period, click **Export** > **All Transaction Report** > **Export**, the details will be downloaded via **Excel File**.



Sellers are encouraged to download the monthly Sales Report after the 6th day of the following month to ensure the nominal amount is easily accessible.

## How do sellers view the specifics of the differences?

Open the downloaded file. You can find the adjustment fund information for your constraint in the “Comment” column.

Comment	
[Manually created] Return	- Lost on Return to Seller
[Manually created] Return	- Lost on Return to Seller
[Manually created] Return	- Lost on Return to Seller
[Manually created] Return	- Lost on Return to Seller
[Manually created] Return	- Lost on Return to Seller
[Manually created] Return	- Wrong Item Received by Seller
[Manually created] Return	- Wrong Item Received by Seller
[Manually created] Return	- Wrong Item Received by Seller
[Manually created] Return	- Wrong Item Received by Seller
[Manually created] Return	- Wrong Item Received by Seller
[Manually created] Return	- Lost on Return to Seller
[Manually created] Return	- Lost on Return to Seller



Differences arising from lost returned goods or returned goods received by the seller that do not match the description.

Comment	
[Manually Created]	- Down Payment Credit
[Manually Created]	- Down Payment Credit
[Manually Created]	- Down Payment Credit



Adjustment for billing errors in transactions charged to the seller by Zalora



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**Tax**

TAX INVOICE

BF Jade E-Services Philippines Inc.

Center, Daang Hari - Daang Reyna  
Philippines  
1776

GST REG No  
Invoice No  
2075815680

008-183-175-000  
31.05.2025  
MCX E-Commerce

Invoice Issue Date  
Payment Due Date

30.06.2025  
30.06.2025

BF Jade E-Services Philippines Inc. is a GST Registered entity.

BII To

Name  
Address  
Attn  
Contact  
Company

Description	Amount ( PHP )		
For Transaction Period: 01.05.2025-31.05.2025	Net	GST	Total
Standard fees			
Commission Fee	109,636.78	13,156.41	122,793.19
Commission Fee Credit	6,955.00	834.60	7,789.60
Delivery Fee	26,840.00	3,220.80	30,060.80
Admin Fee	0.00	0.00	0.00
Management Fees	0.00	0.00	0.00
Cancellations & Return Penalties - Credit	0.00	0.00	0.00
Cancellations & Return Penalties	0.00	0.00	0.00
Vouchers/ Cart Rules Related Fees - Sales	0.00	0.00	0.00
Vouchers/Cart Rules Related Fees - Return	0.00	0.00	0.00
Others			
Production Services	0.00	0.00	0.00
General Debit Fee	0.00	0.00	0.00
General Fee Credit	0.00	0.00	0.00
Voucher Subscription Fee	15,797.22	1,895.67	17,692.89
Return Fee	1,200.00	144.00	1,344.00
Return Shipping Fee	0.00	0.00	0.00
Delayed Dispatch Fee	0.00	0.00	0.00
Import Fee	0.00	0.00	0.00
Payment Gateway Fee	0.00	0.00	0.00
Payment Gateway Credit	21,084.00	2,530.08	23,614.08
Return Handling Fee	0.00	0.00	0.00
Tender Fee	0.00	0.00	0.00
Warehouse Fee	0.00	0.00	0.00
Commission Rebate	0.00	0.00	0.00
Marketing Commitment	39,493.00	4,739.16	44,232.16
Other Fee Debit	0.00	0.00	0.00
Other Fee Credit	0.00	0.00	0.00
Marketplace Fix Fee	0.00	0.00	0.00
Total	207,096.00	24,851.52	231,947.52
Net	0.00	0.00	0.00
Amount Due	207,096.00	24,851.52	231,947.52

Example of a Tax Invoice

When arranging cheque payments, please write the invoice no on the reverse of the cheque.  
Cheque must be crossed "A/c payee only" and made payable to "BF Jade E-Services Philippines Inc.".

Our Banking Details:  
Bank Name: | Bank Code: | Account: | Bank Address:  
| Swift Code:

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



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**Finance Module  
- New UI (LSC)**



# Statement of Account (SOA)

SOA Issuance, ZALORA on a monthly basis will provide each Marketplace Seller of Statement of Account (SOA): every **10<sup>th</sup> business day of the month** via Seller Center reports.

The SOA shall consist of the following:

- A. Name of the Seller
- B. Period covered by the report
- C. Order item details
- D. Opening balance
- E. Transactions Fees
  - Sales Revenue
  - Commission
  - Per Product service Fee
  - Penalty
  - Monthly subscription Fee
  - Discount Fee
- F. Refunds Transactions
  - Returned and Cancelled Orders
  - Debit of other revenues
  - Refund on Commission and Discount
  - Shipping Fee rebate (if applicable)
- G. Payout (Final sales of the month)
- H. Payment Status

All <input checked="" type="radio"/> Open <input type="radio"/> Paid <input type="radio"/> Unpaid	
PERIOD / NR.	PAYOUT
12 May 2021 - 31 May 2021 Current statement	
PERIOD 12 May 2021 – 31 May 2021	
STATUS <input checked="" type="radio"/> Open	
Opening Balance	Negative closing balance from previous statements. 0.00 PHP
Orders	Sales Revenue 0.00 PHP
	Other Revenues 0.00 PHP
	Fees 0.00 PHP
	Subtotal 0.00 PHP
Refunds	Returned or Cancelled Orders 0.00 PHP
	Debit of other revenues 0.00 PHP
	Refund on Fees 0.00 PHP
	Subtotal 0.00 PHP
Others	Others 0.00 PHP
	Subtotal 0.00 PHP
Closing Balance	Total Balance 0.00 PHP
Payout	0.00 PHP
<a href="#">Download All Transactions</a> <a href="#">Print Example Invoice Tax Document</a> <a href="#">Sales Report</a>	

## Step on how to get the SOA from Seller Center.

The screenshot displays the Seller Center interface with the following components:

- Left Sidebar (Step 1):** A vertical menu with options: Home, Catalog, Orders, Promotions, Finance, Reports, Zalora Ads Platform, System, Store Builder, and Platform Services. The **Finance** option is highlighted with a blue box and a circled '1'.
- Account Statements Tab (Step 2):** Under the Finance menu, the **Account Statements** option is highlighted with a blue box and a circled '2'.
- Account Statements Page:** The main content area shows a table for account statements. The top row is for 'PH1022K-20250601-PHP' with a date range of '1 Jun 2025 - 30 Jun 2025' and an 'Unpaid' status. Below this is a table with columns for 'Opening Balance', 'Orders', and 'Subtotal'. The 'Orders' section lists 'Sales Revenue', 'VAT', 'WHT', 'Other Revenues', 'Fees', and 'Subsidy', all with a value of 'P0.00'. The 'Subtotal' is also 'P0.00'.
- Statement List (Step 3):** A section on the right titled 'Statement List' showing data for 'Philippines in the Marketplace time'. It includes a dropdown menu for the year '2025' (highlighted with a blue box and a circled '3') and a note to 'Change the year to access past account statements'.
- Payout Period / Nr. (Step 4):** A list of payout periods with their corresponding statement IDs and 'Unpaid' status. The first entry is 'P0.00 - 1 Jun 2025 - 30 Jun 2025' with ID 'PH1022K-20250601-PHP'. The second entry is 'P0.00 - 1 May 2025 - 31 May 2025' with ID 'PH1022K-20250501-PHP'. The third entry is 'P0.00 - 1 Apr 2025 - 30 Apr 2025' with ID 'PH1022K-20250401-PHP'. The fourth entry is 'P0.00 - 1 Mar 2025 - 31 Mar 2025' with ID 'PH1022K-20250301-PHP'.
- Annotations (Step 5):** Arrows point to the 'Unpaid' status of the first entry in the 'Payout Period / Nr.' list, with the text '5. Click under Paid or Unpaid'.

1. Log in to your Seller Center Account

2. Go to **Finance** then click **Account Statements**

## Step on how to export Payout Period

Account Statements

Export

Opening Balance	
	Negative closing balance from previous
	-P5,643.25
Orders	
	Sales Revenue
	P0.00
	VAT
	P0.00
	WHT
	P0.00
	Fees
	P0.00
	Subsidy
	P0.00
	Subtotal
	P0.00
Refunds	
	Returned or Cancelled Orders
	P0.00
	Debit of other revenues
	P0.00
	Refund on Fees
	P0.00
	Subsidy Refund
	P0.00
	VAT
	P0.00
	WHT
	P0.00
	Subtotal
	P0.00
Others	
	Others
	-P15.25
	VAT
	P0.00
	WHT
	P0.00
	Subtotal
	-P15.25
Closing Balance	
	Total Balance
	-P5,658.50
Payout	
	Payout

Transaction Breakdown

Export

Export parameters

☒ Sales report

☐ All transactions report

☐ Invoice tax document

4


Cancel

Export

4. You can export your Account Statement via the option available (Sales report, All transactions report, Invoice tax document) Click export

File Manager

SalesReport\_2025-07-  
08T113409+0800.xlsx

Click Icon  to save your batch upload template

Under the file Manager your upload file will be downloaded. Then, wait about a minute for the template to finish downloading.

# Step on how to Export Order Item Transactions

Home

Catalog

Orders

Promotions

Finance

Account Statements

Order Item Transactions

Transactions Overview

Fee Summary

Reports

Zalora Ads Platform

System

Store Builder

Platform Services

Order Item Transactions

Order date

Filter order date

Search product, order or any other available criteria

1-12 of 12

Order number	Order date	Product	Seller SKU	Paid Price	Commission	Fees	Payout Amount	Operational Status	Payout Status
261929278	27 Nov 2024 14:11	Emma Fox Sample Main Item XXX	EMF-MAIN-204-One Size	P0.00	-P250.00	-P75.00	P675.00	Delivered	Unpaid
261929278	27 Nov 2024 14:11	Emma Fox Sample Main Item XXX	EMF-MAIN-204-One Size	P0.00	-P250.00	-P40.00	P710.00	Delivered	Unpaid
261929278	27 Nov 2024 14:11	Emma Fox Sample GWP Itemx	EMF-GWP-20421xx-One Size				P83.00	Delivered	Unpaid
261249278	27 Nov 2024 11:05	Emma Fox Sample Main Item XXX	EMF-MAIN-204-One Size				P675.00	Delivered	Unpaid

Export

Export parameters

All Order Item Transactions

Filtered Order Item Transactions

Cancel

Export

1. You can export your Order Item Transactions via the option available (All Order Item Transactions, Filtered Order Item Transactions then Click export.

2

1

5. Click the eye icon to view the order item details

Sales Details

Order item details

Seller SKU

Zalora SKU

Paid Price

Unit Price

Shipping type

Wallet credit

Store credit

Discounts

EMF-MAIN-204-One Size

33DBBBE2837434GS-006WQR

0

P1,000.00

Dropshipping

0

0

## Order Details can be Viewed on the Order History Overview Transactions

The screenshot displays the 'Order Item Transactions' page. On the left is a sidebar with navigation links: Home, Catalog, Orders, Promotions, Finance (expanded), Account Statements, Order Item Transactions (highlighted with a blue box), Transactions Overview, Fee Summary, Reports, Zalora Ads Platform, System, and Store Builder. The main area is titled 'Order Item Transactions' and includes an 'Export' button. Below the title is a search bar for 'Order date' with a 'Filter order date' button. A search bar for 'Search product, order or any other available criteria' is also present. A callout box labeled 'Order History Overview' points to the table below. The table has columns for 'Order number', 'Order date', and 'Product'. A red circle with the number '3' highlights the first row of the table. An arrow points from this row to a detailed view of 'Order #261929278'.

Order number	Order date	Product
261929278	27 Nov 2024 14:11	Order #261929278
261929278	27 Nov 2024 14:11	
261929278	27 Nov 2024 14:11	

< Manage Orders

Order #261929278

27 Nov 2024 14:11  
Order Date

Item ID	Zalora ID	Image	Product name
18119656	51633159		Emma Fox Sample Main Item XXX - One Size - white

Order Details

Finance Information

Payment Method	CashOnDelivery (CashOnDelivery)
Grand Total	P0.00
Shipping Cost	P0.00
Shipping Voucher	P0.00
Tax Amount	P13.18
Voucher Total	P2,000.00
Cashback Amount	P0.00
SST Shipping Fee	P0.00

Transaction Information

Customer Information

Billing Address

3. Click the **Order Number** and automatically it will show under Order History Overview with Order Details

# Step on how to Export Transaction Overview

Home

Catalog

Orders

Promotions

Finance

Account Statements

Order Item Transactions

Transactions Overview

Fee Summary

Reports

Zalora Ads Platform

System

Store Builder

Platform Services

Transactions Overview

Start date

Filter start date

Search transaction

Date	Transaction Type	Transaction Number	Order number	Details	Amount	Payment Status	Statement
1 Jul 2025 18:30	eWHT on Monthly Subscription	PH1022K-1IC9VMU		-	-P15.25		
1 Jun 2025 18:30	eWHT on Monthly Subscription	PH1022K-23MLTB9		-	-P15.25	Unpaid	PH1022K-20250601-PHP
1 May 2025 18:30	eWHT on Monthly Subscription	PH1022K-1VF9JGI		-	-P15.25	Unpaid	PH1022K-20250501-PHP
27 Nov 2024 14:19	Dropshipping Item Delivery Fee	PH1022K-1SGJ5GF	261929278	52ADCBEB85C9E82GS-068IVN	-P40.00	Unpaid	PH1022K-20241101-PHP

Date Filter

Search/Filter Bar for status, statement, order number...

1

2

Go to Sales Report Statement Period

Export

Export parameters

All transactions

Filtered transactions

Cancel

Export

1. You can export your Transactions Overview via the option available (All Transactions or Filtered Transactions then Click export).

2. Transaction list applicable for the selected order item

## Sales Transactions: July 1-31, 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
** August 2025 **						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

- **Timeline**
- eSOA release from Seller Center: every 10th business days of the month.
- Disputes: Seller must review the SOA and communicate any discrepancy within 5 working days to Seller Center Help Desk.
- Seller shall reply and confirm the revised SOA if approved for payment within 2 working days.
- Payout: count starts on 1st day of the month.
- If payout falls on a holiday or weekend, payout will be on the earliest Friday before the payout date.

	<i>eSOA on Seller Center</i>
	<i>Last day of dispute</i>
	<i>Payout</i>



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