

A woman with dark hair, wearing a white long-sleeved blouse and a white headscarf with a black pattern, stands in a desert landscape. The background is a bright blue sky and white sand dunes. The woman is looking towards the camera with a neutral expression. The overall aesthetic is clean and minimalist.

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





ZALORA

Financial Reconciliation

The kind of monthly report you receive

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

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:

ZALORA		INVOICE		
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.		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				

ZALORA		CREDIT NOTE		
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.		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**.

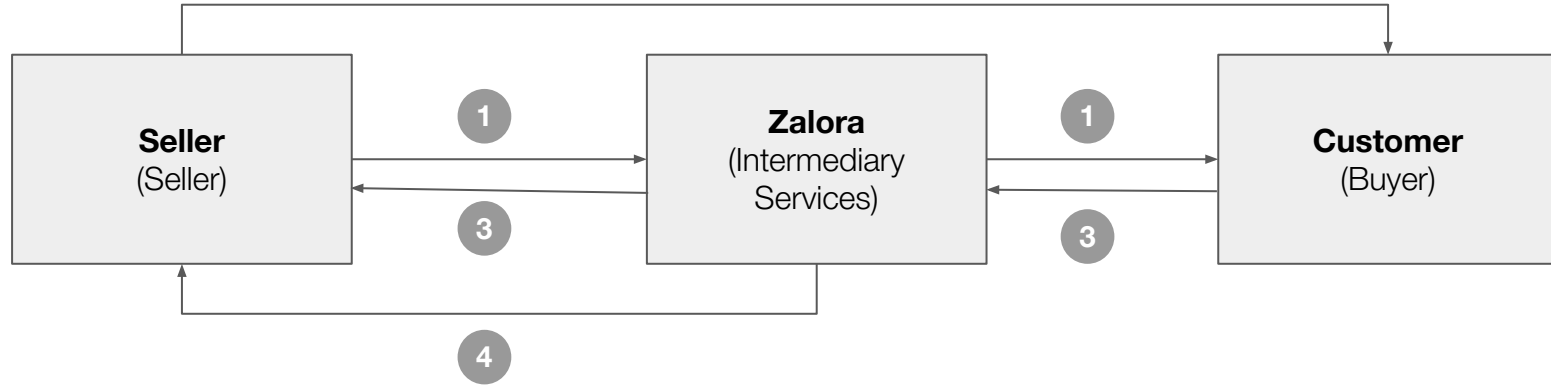
The screenshot shows the Seller Center dashboard. On the left, the 'Finance' menu is highlighted with a blue box. Below it, the 'Account Statements' section is visible. The main content area displays 'Welcome back, Zalora Test ID!' and 'Your Seller rating: 2.0 / 5'. It shows a summary of 'Here's what's happening' with 2 orders, IDR 6,000.00 total revenue, and 7 live products. A 'Required actions' section lists pending orders (0) and approved products (44). The 'Total sales' section shows IDR 6,000.00 with a 86.11% decrease from the last week.

The screenshot shows the 'Account Statements' page. The 'Export' button in the top right corner is highlighted with a blue box. An 'Export' dialog box is open, showing 'Export parameters' with 'Invoice tax document' selected. The 'Statement List' on the right shows a list of statements for the year 2025, with 'Current Statement' selected. The 'File Manager' at the bottom right shows the downloaded file 'ReportTransaction_2025-06-17T150127+0700.xlsx' with a download icon highlighted by a blue box.

Statement	Period	Status
Current Statement	IDR 0.00 - 1 Jun 2025 - 30 Jun 2025	Open
Unpaid	IDR 0.00 - 1 May 2025 - 31 May 2025	Unpaid
Unpaid	IDR 0.00 - 1 Apr 2025 - 30 Apr 2025	Unpaid
Unpaid	IDR 0.00 - 1 Mar 2025 - 31 Mar 2025	Unpaid
Unpaid	IDR 0.00 - 1 Feb 2025 - 28 Feb 2025	Unpaid
Unpaid	IDR 0.00 - 1 Jan 2025 - 31 Jan 2025	Unpaid

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

Invoice and Tax Considerations



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.



ZALORA

Cost

Cost

- 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	Standard penalty fee is charged for cancellation & return. Cancellation fee is charged if the order is canceled due to late delivery/failed pickup/cancellation due to out of stock. Return penalty fee is charged if the customer returns the item due to: a) damaged product b) product received is not as expected c) product is missing/insufficient	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

Cost

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

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



ZALORA

**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 dashboard. On the left, a vertical navigation menu is visible, with the 'Account Statements' option highlighted by a blue rectangular box. The main content area shows a 'Welcome back' message, a 'Your Seller rating: 1.4 / 5' indicator, and a 'Required actions' section with a table of pending and approved orders and products. Below this, there is 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.

Account Statements

MYR MY Export

HKKKOI5B-20250601-MYR
1 Jun 2025 - 30 Jun 2025 Unpaid

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



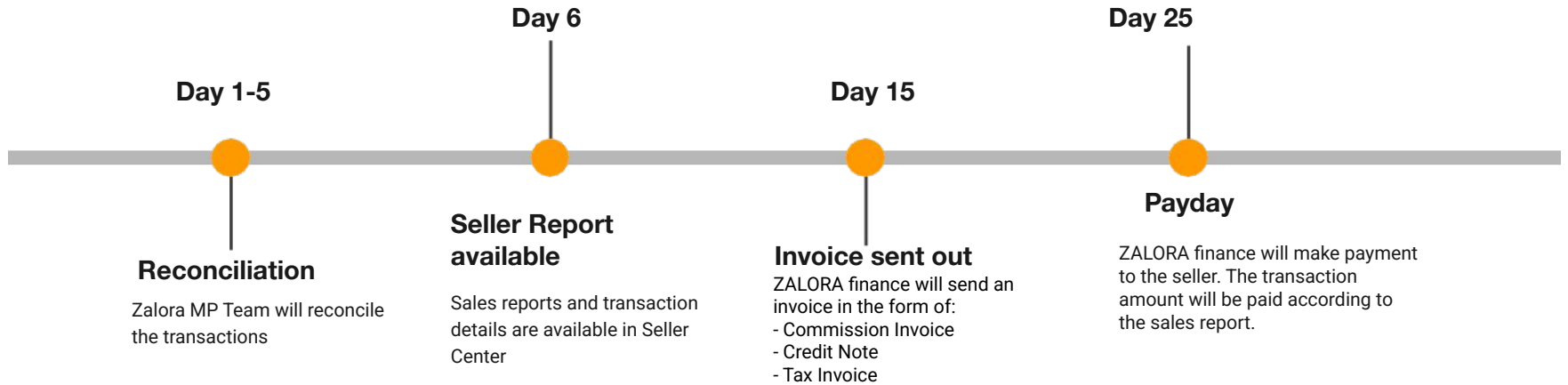
ZALORA

Payment

Payment

- Zalora payments to sellers are processed once a month. You will receive payments between the 25th 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



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.

The screenshot shows the 'Bank Account' settings page in the Seller Center. The left sidebar contains a navigation menu with 'Settings' and 'Your profile' highlighted. The main content area is titled 'Bank Account' and 'Bank account details'. It contains the following form fields:

- Account Name:
- Account Number:
- Bank:
- Bank Code:
- Bank Information Document: (with a dashed border and a 'Drag and drop file here, or Browse file' instruction)
- 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.




ZALORA

Difference

Difference

- 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
- 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

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**.

The screenshot shows the seller dashboard with the 'Finance' menu highlighted in the left sidebar. The 'Account Statements' section is also highlighted. The main content area displays 'Welcome back, Zalora Test ID!' and 'Your Seller ratings: 2.0 / 5'. Below this, there are summary cards for 'Ordered items Today' (2), 'Total Revenue Today (Indonesia)' (IDR 6,000.00), and 'Live Products' (7). A 'Required actions' section shows 'Pending orders' (0) and 'Approved products' (44). A 'Total sales' section shows 'Product sales last 7 days' (IDR 6,000.00) and a trend of '-86.11%' (Down from last week).

The screenshot shows the 'Account Statements' page. The 'Current Statement' for the period '1 Jun 2025 - 30 Jun 2025' is displayed. The 'Opening Balance' is -IDR 150,000.00. The 'Orders' section lists various revenue items: Sales Revenue, VAT, WHT, Other Revenues, Fees, Subsidy, and Subtotal, all with IDR 0.00 values. The 'Refunds' section lists 'Returned or Cancelled Orders', 'Debit of other revenues', 'Refund on Fees', 'Subsidy Refund', VAT, and WHT, all with IDR 0.00 values. The 'Others' section lists 'Others', VAT, WHT, and Subtotal, all with IDR 0.00 values. An 'Export' dialog box is open, showing 'Export parameters' with 'All transactions report' selected. The 'Export' button in the dialog is highlighted. On the right, the 'Statement List' shows a table of statements for the year 2025, with columns for 'Payout Period / Nr.', 'Statement ID', and 'Status'. The status for all listed statements is 'Unpaid'. A 'File Manager' section at the bottom right shows a file named 'ReportTransaction_2025-06-17T150127+0700.xlsx' with a download icon highlighted.

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



ZALORA

Tax

Tax

TAX INVOICE			
BF Jade E-Services Philippines Inc.		GST REG No	008-183-175-000
		Invoice No	2075815680
		Invoice Issue Date	31.05.2025
Center, Daang Hari - Daang Reyna Philippines 1776		Invoice Issue Place	Philippines
BF Jade E-Services Philippines Inc. is a GST Registered entity.		Payment Due Date	30.06.2025
Bill To Name : Address : Attn : Contact : Company :			
Description	Amount (PHP)		
	Net	GST	Total
For Transaction Period: 01.05.2025-31.05.2025			
Standard fees			
Commission Fee	109,636.78	13,156.41	122,793.19
Commission Fee Credit	6,955.00	834.00	7,789.00
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
Transfer 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
WHT	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.



ZALORA

**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 **10th 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

PERIOD / NR.	PAYOUT
12 May 2021 - 31 May 2021 Current statement	

PERIOD	STATUS
12 May 2021 - 31 May 2021	● 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

[Download All Transactions](#) [Print Example Invoice Tax Document](#) [Sales Report](#)

Step on how to get the SOA from Seller Center.

The screenshot displays the Seller Center interface. On the left, a navigation menu is visible with 'Account Statements' highlighted under the 'Finance' section, marked with a '1'. The main content area shows the 'Account Statements' page for account PH1022K-20250601-PHP, with 'Account Statements' highlighted in a box and marked with a '2'. Below this, a table lists various transactions including Opening Balance, Orders, Sales Revenue, VAT, WHT, Other Revenues, Fees, Subsidy, and Subtotal, all with a balance of P0.00. On the right, the 'Statement List' page is shown, with a year dropdown set to '2025' and marked with a '3'. Below this, a table lists payout periods with 'Unpaid' status, marked with a '4'. The first row is highlighted in purple. A '5' points to the 'Unpaid' status of the first row.

1. Log in to your Seller Center Account

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

3. Under **Statements List** tab, choose which year you want to extract.

4. Choose your **Payout Period/ Statement List** per period

5. Click under **Paid or Unpaid**

1. Log in to your Seller Center Account

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

3. Under **Statements List** tab, choose which year you want to extract.

4. Choose your **Payout Period/ Statement List** per period

5. Click under **Paid or Unpaid**

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
	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

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

Export parameters
 All Order Item Transactions
 Filtered Order Item Transactions

Cancel Export

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

Search product, order or any other available criteria

Sales Details

Order item details

Seller SKU: EMF-MAIN-204-One Size
Zalora SKU: 33DBBBE2837434GS-006WQR
Paid Price: 0
Unit Price: P1,000.00
Shipping type: Dropshipping
Wallet credit: 0
Store credit: 0

Discounts

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

Export

2

1

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

Order Details can be Viewed on the Order History Overview Transactions

The screenshot displays the 'Order Item Transactions' page. On the left is a navigation menu with 'Order Item Transactions' highlighted. The main area shows a list of orders with columns for 'Order number', 'Order date', and 'Product'. A callout box labeled '3' points to the first order in the list. To the right, a detailed view of 'Order #261929278' is shown, including a table of items and a summary of order details.

Order Item Transactions

Order date
Filter order date

Search product, order or any other available criteria

Order History Overview

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

Order #261929278

27 Nov 2024 14:11
Order Date

Item ID	Zalora ID	Image	Product name
<input type="checkbox"/>			Emma Fox Sample
<input type="checkbox"/>	18119656		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

Export

Export parameters

- All transactions
- Filtered transactions

Cancel **Export**

1

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

Date Filter

Filter start date

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

Search transaction

1-20 of Many

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	52ADCBE85C9E82GS-068IVN	-P40.00	Unpaid	PH1022K-20241101-PHP

2

2. Transaction list applicable for the selected order item

Go to Sales Report Statement Period

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>

ZALORA