

ZALORA

Customize Your Profile



Marketplace Zalora



ZALORA

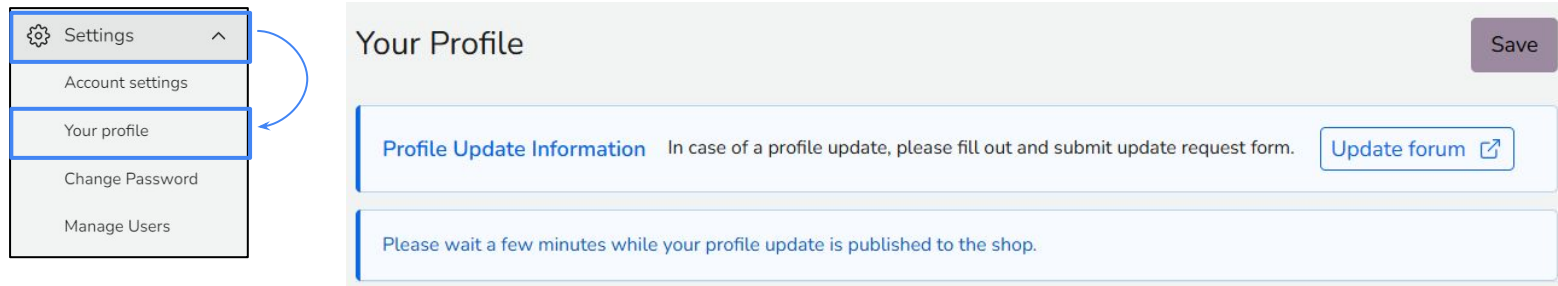
Update Seller Center Profile Data

2025

How To Change Your Seller Center Profile Data

To request a change in store or company information in Seller Center, follow these steps:

- Go to Seller Center and navigate to the Settings tab.
- Under Settings, select the relevant section (e.g., General for business information, Bank Account for bank details).
- Update the necessary information. For legal changes (such as company name or address), you may be required to upload supporting documents in allowed formats (pdf, png, jpg, docx) under the address section on the profile page.



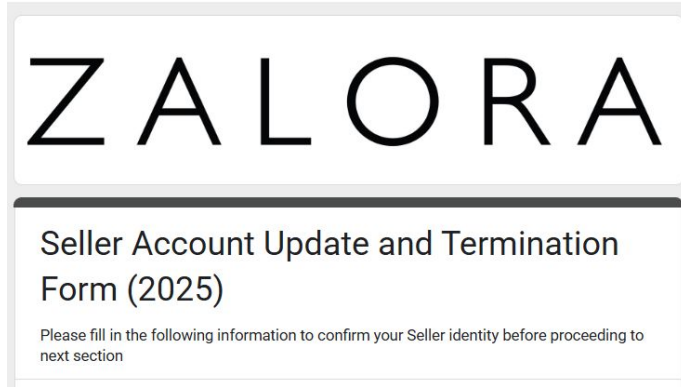
The screenshot displays the Seller Center interface. On the left, a 'Settings' sidebar is visible with 'Your profile' highlighted. A blue arrow points from 'Your profile' to the main content area. The main area is titled 'Your Profile' and contains a 'Profile Update Information' section with a text box and an 'Update forum' button. Below this is a message: 'Please wait a few minutes while your profile update is published to the shop.' A 'Save' button is in the top right corner.

- Fill in and submit the Seller Center profile data update request form “[Seller Account Update and Termination Form \(2025\)](#)”
- After the request form has been successfully submitted, please wait up to a maximum of 2-3 days, then the data will be successfully synchronized on your Profile page in the Seller Center.

How To Change Your Seller Center Profile Data

After you open the form link on the browser page, a list of information will appear that you can submit changes to, as in the following list:

Fill out all fields marked with an asterisk (*) as they are mandatory.

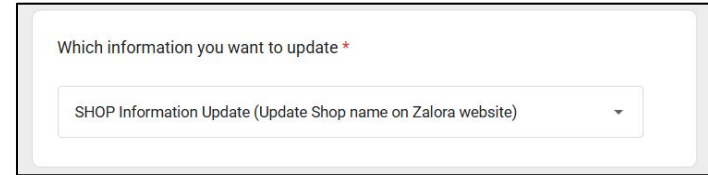


The screenshot shows the top portion of a web form. At the top, the word "ZALORA" is displayed in a large, black, sans-serif font. Below it, a horizontal line separates the header from the title "Seller Account Update and Termination Form (2025)". Under the title, a smaller line of text reads: "Please fill in the following information to confirm your Seller identity before proceeding to next section".

The form is divided in 4 different Purpose

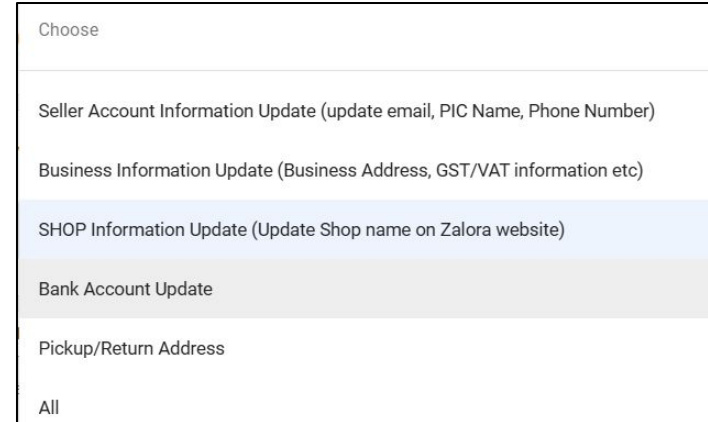
1. Update Seller Related Information (Emails, Contact Number, Addresses, Bank Information)
2. Termination
3. Submission of Pre-Go Live Documents
4. New Contract Update

1. Update Seller Related Information (Emails, Contact Number, Addresses, Bank Information)



This screenshot shows a dropdown menu with the label "Which information you want to update *". The selected option is "SHOP Information Update (Update Shop name on Zalora website)".

Select on the drop-down menu



This screenshot shows the full list of options in the dropdown menu. The options are: "Choose", "Seller Account Information Update (update email, PIC Name, Phone Number)", "Business Information Update (Business Address, GST/VAT information etc)", "SHOP Information Update (Update Shop name on Zalora website)", "Bank Account Update", "Pickup/Return Address", and "All". The "SHOP Information Update" option is currently selected and highlighted in light blue.

How To Change Your Seller Center Profile Data

2. Termination

Fill out all fields marked with an asterisk (*) as they are mandatory.

ZALORA Marketplace - Seller Account Termination

Termination

Termination Initiated by *

☐ Seller

☐ Zalora

Seller ID *

Can get Seller ID from Settings - Your Profile (e.g. HKKKOITYT)

Your answer

Seller Center Account Name *

Your answer

Brand Name (s) *

Your answer

Territory *

Your answer

Checked with Finance? *

☐ With pending receivable from ZALORA

☐ With pending payable to Zalora

☐ No Pending Payable/Receivable from/to ZALORA

Timeline of Pending Receivable/Payable *

If no pending payable/receivable from/to ZALORA,please put N/A

Your answer

Date of Termination *

At least 30 days after notice.

Date

dd/mm/yyyy

Termination Letter*

Please attach the termination letter. Do note letter needs to contain the following

1. Seller Center Account Name

2. Company Name

3. Effective Date of Termination (at least 30 days after notice)

4. Company Stamp or Director Signature

5. Reason for termination

Upload 1 supported file: PDF. Max 10 MB.

[Add file](#)

Back

Submit

How To Change Your Seller Center Profile Data

ZALORA or the Seller may terminate the Marketplace Seller Account as follows:

- Either party may terminate the agreement without cause by providing thirty (30) days' written notice to the other party.
- ZALORA may terminate the agreement with immediate effect by written notice if the Seller breaches any warranty, fails to remedy a breach within seven (7) days of notice, infringes third-party rights, violates anti-bribery, compliance, or data protection clauses, becomes insolvent, or for other specified reasons.
- The Seller may terminate with immediate effect if ZALORA breaches its obligations and fails to remedy within fifteen (15) days of notice, or in cases of ZALORA's insolvency.
- The Seller may also terminate for a specific territory with fourteen (14) days' written notice if ceasing sales in that territory.
- ZALORA reserves the right to delist a Seller for failure to meet requirements or at its sole discretion, with reasonable notice where possible. Delisted Sellers may reapply subject to eligibility and acceptance of new terms.
- Upon termination, the Seller must fulfill all outstanding customer transactions unless impossible due to insolvency or business cessation. Termination does not affect accrued rights or obligations up to the termination date.

How To Change Your Seller Center Profile Data

3. Submission of Pre-Go Live Documents

Fill out all fields marked with an asterisk (*) as they are mandatory.

Submission of Pre-Go Live Documents

Pre-Go Live documents:

For Cluster:

1. Bank Statement
2. Trademark Certificate
Distribution Letter
Letter of Authorization
3. GST/SST Certification (if registered)

For PH:

1. Bank Statement
2. Trademark Certificate
Distribution Letter
Letter of Authorization
4. BIR Form 2303 Certification (if Tax registered)
5. FDA Certificate per SKU (For PH's Beauty products)
6. Sales Invoice
7. Product Liability Insurance (if available)

Shop Name *

Your answer

Brand Name(s) *

Your answer

Pre-Go Live Documents *

Upload up to 10 supported files: PDF, document, or image. Max 10 MB per file.

[Add file](#)

All these documents must be attached to the VCF before account creation and onboarding can proceed. The due diligence and account creation process typically takes about 14 working days. Incomplete or mismatched documentation may result in account rejection or delays

[Back](#)[Submit](#)

How To Change Your Seller Center Profile Data

4. New Contract Update

Fill out all fields marked with an asterisk (*) as they are mandatory.

Seller New Contract Update

New Contract Update

Please confirm Seller has accepted contract in Seller Center. DO NOT SUBMIT if this isn't the case. *
☐ Yes, I confirm that seller has accepted this new contract in Seller Center

Seller Center *

☐ MY

☐ SG

☐ HK

☐ TW

☐ GSC

☐ ID

☐ PH

Seller ID *
Can get Seller ID from Settings - Your Profile (e.g. HKKKO1YT)

Your answer

Seller Center Account Name *

Your answer

Effectivity Date of New Contract *
Enter date of effect for new contract
Date
dd/mm/yyyy

Contract Upload *
Please Upload New Contract here
Upload up to 5 supported files: PDF or document. Max 10 MB per file.

Add file

Which TRE variables fee(s) is/are to be updated? Please list out all changes if >1 *
TRE variables fees are amended in the new CT, separated by commas, e.g. "Commission, Return Fee".

Your answer

LTS: Is this update related to Long Term Storage (LTS) fee's duration or value? *

☐ Yes

☐ No

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Submit

- After the request form has been successfully submitted, please wait up to a maximum of 2–3 days for approval from BPS Team.

How To Change Your Seller Center Profile Data

The following information data can be changed:

1. Seller Account Information

The image shows a 'Seller Account Information' form with several input fields. An annotation box points to the 'Seller ID' field, stating it is non-editable and automatically filled in. Another annotation box points to the 'Display Name / Shop Name*', 'Email Address*', 'First and Last Name*', and 'Phone Number' fields, stating that changes should be requested via a form.

Seller Account Information
Seller ID, name, contact information

Seller ID
PH101GB

Display Name / Shop Name*
MP Supplier Test

Email Address*
testorder2@zalora.com.ph

First and Last Name*
MP Supplier Test

Phone Number
0000000

Non Editable - Automatically filled in Seller Center

Request changes via Form

How To Change Your Seller Center Profile Data

2. Business Information

Business Information

Legal name, address, VAT information

Legal Name / Company Name

MP Supplier Test

Legal Form

Address 1

NA

Address 2

City / Town

PH

Country

Philippines

Postal Code

0000

Business Registration No.

Seller VAT

VAT Registered

Yes

Business Information Document

Drag and drop file here, or Browse

Allowed types are images, PDF files and MS Word documents

Request changes via Form

How To Change Your Seller Center Profile Data

2. Bank Information

Bank Account

Bank account details

Bank

Bank Code

IBAN

SWIFT

Account Name

Account Number

Bank Information Document

📎

 Drag and drop file here, or **Browse file**

Allowed types are images, PDF files and MS Word documents

Request changes via Form

3. Pick-up Address

Customer Care

Customer Care information

First and Last Name

MP Supplier Test

Phone Number

0123

Address 1

NA

Address 2

Postal Code

0000

City / Town

Philippines

Country

Philippines

ZALORA

**Store Closed
Temporarily :
Holiday Mode**



Temporarily Close Shop: *Holiday Mode*

To close your store and/or products while your store is on holiday and unable to fulfill customer orders, you can temporarily deactivate your store by activating Holiday Mode

While in Holiday Mode, you can still log in to your Seller Center account to process orders that have been received before the start of the Holiday Mode period, view Account Reports, and set up your profile.

Holiday Mode can be set for a maximum of **90** Days. Your store and products will automatically be inactive on the Zalora website during the specified period and will be reactivated one day at **00.01** after the Holiday Mode date of your seller center account ends.

Example: If you set your store's **Holiday Mode to January 14, 2023**, your account will be reactivated on **January 15, 2023 at 00.01**

Steps to set Holiday Mode in Seller Center:

1

A. New UI

Click the **Settings** menu > **Your Profile** > select the **General** tab

The screenshot displays the Seller Center interface. On the left is a sidebar menu with the following items: System, Store Builder, Platform Services (with a red dot), Switch to Admin, Settings (with an upward arrow), Account settings, Your profile (highlighted with a blue box), Legal documents, Change Password, Manage Users, Document templates, Webhooks, OAuth Applications, Communication Preferences, and Help & FAQs. The main content area is titled 'Here's what's happening' and contains two sections. The 'Required actions' section shows a table with counts for Pending orders (0), Rejected products (3), Approved products (2), and Pending products (0). The 'Messages' section lists three news items: 'SOA FOR THE MONTH OF APRIL 2025' (dated 13 May 2025 21:15), 'Monthly Performance Review Framework' (dated 31 March 2025 17:28), and 'Seller Help Desk: Contact Reason Definition List' (dated 21 November 2024 17:41). Each message has a right-pointing arrow for more details.

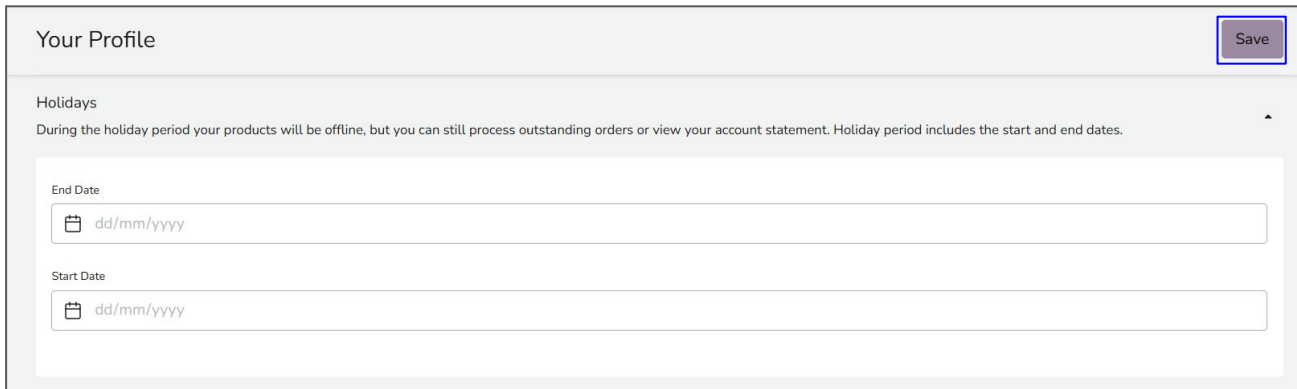
Required actions	
Pending orders >	0
Rejected products >	3
Approved products >	2
Pending products >	0

Messages

- News**
SOA FOR THE MONTH OF APRIL 2025
13 May 2025 21:15 >
- News**
Monthly Performance Review Framework
31 March 2025 17:28 >
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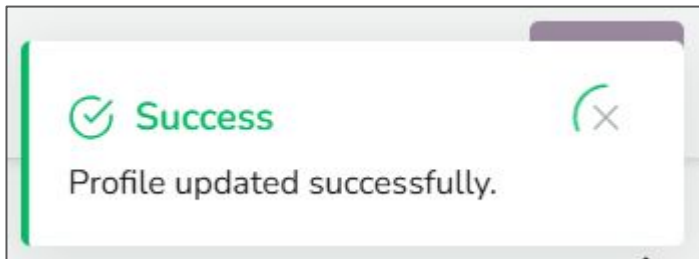
Steps to set Holiday Mode in Seller Center:

- 2 Scroll to the bottom of the **General** tab > enter the **start date** and **end date** of **Holiday mode** > click **save**.



The screenshot shows the 'Your Profile' page. At the top right is a 'Save' button. Below the header is the 'Holidays' section, which includes a descriptive text: 'During the holiday period your products will be offline, but you can still process outstanding orders or view your account statement. Holiday period includes the start and end dates.' Below this text are two input fields: 'End Date' and 'Start Date', both with a calendar icon and the placeholder 'dd/mm/yyyy'.

- 3 If **Holiday Mode** is active on your store, a pop-up notification will appear on the top right of your Seller Center account.



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