



ZALORA

PRODUCTION SERVICES

GETTING READY

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Submit **YOUR REQUEST.**

- I. Request ZPS As You Go
 - Request for Photoshoot Form (RPF)
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- II. ZPS Subscription Plan
 - Subscribe to Photoshoot Form (SPF)

REQUEST ZPS AS YOU GO | Request for Photoshoot Form (RPF)

Fill in Basic Information

Download RPF - <https://tinyurl.com/zalora-rpf>
*copy link to browser to download



Photoshoot Details

Fill in the details accordingly and ensure the Country selected is the Seller's origin country.



RPF Number & Photo Summary

Do not make any amendments here as this is for ZALORA's use.

| Photoshoot Details | |
|--------------------|----------------------|
| Country | <input type="text"/> |
| Shop Name | <input type="text"/> |
| Seller Name | <input type="text"/> |
| Contact Number | <input type="text"/> |

| ZALORA USE ONLY - DO NOT EDIT | |
|-------------------------------|----------|
| RPF NUMBER | |
| Number of SKUs | 0 |
| TOTAL Price | MYR 0.00 |

REQUEST ZPS AS YOU GO | Request for Photoshoot Form (RPF)

Fill in Product Details

| Seller SKU | Product Type (select from drop down) |
|-----------------|---|
| EXAMPLE-BLACK-S | |
| | |
| | |
| | |

| Package Type (select from drop down) | Content Writing (select from drop down) | Product Name | Product Colour |
|---|--|--------------|----------------|
| | | | |
| Premium | | | |
| Video | | | |
| Lifestyle | | | |
| Standard | | | |
| Image Retouching (Standard) | | | |

1. Seller SKU

Key in the product's Seller SKU; It should be identical to the one listed in the Product Creation Template.

2. Product Type

Select the product type from the drop down list.

3. Package Type

Select the ZPS package from the drop down list.

4. Content Writing

Select the content writing language from the drop down list.

5. Product Name

Key in the Product Name in English.

6. Product Colour

Key in the Product's dominant colour.

REQUEST ZPS AS YOU GO | Request for Photoshoot Form (RPF)

Fill in Product Details

| Size of Sample | Remarks (if any) | Currency | Unit Price |
|----------------|------------------|----------|------------|
| | | | |
| | | | |

7. Size of Sample(s)

If applicable, indicate the size of the sample that you will send for the photoshoot. The sample size should match the model measurement selected, as outlined on [page 13](#). The sample size must also correspond to the Seller SKU in the Product Creation Template.

8. Remarks

ZPS requests are processed according to ZALORA's guidelines outlined in the Rate Card. You may add remarks such as requesting matching products or sharing styling preferences, however it is subject to ZALORA's discretion.

9. Currency

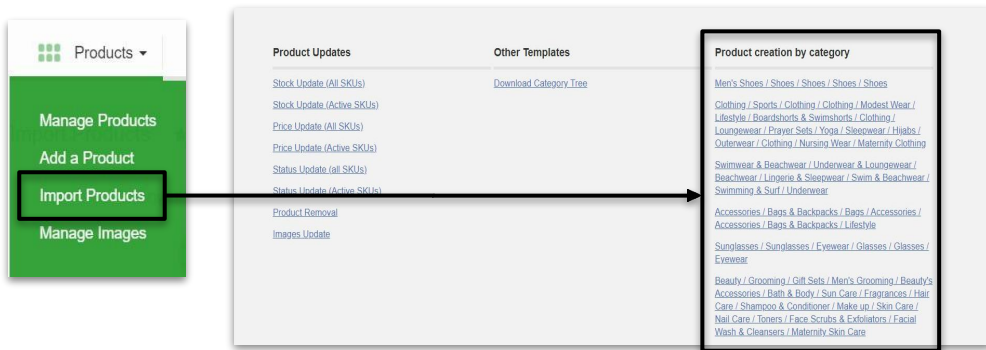
This is an automated field based on your selected 'Country'.

10. Unit Price

This is an automated field based on your selected 'Package Type' and 'Content Writing. Please **DO NOT** make any amendments; Any adjustments needed will be done by the ZPS team.

Note: Sellers may be charged additional fees if any reshoots are needed with Seller requests/requirements not previously provided.

REQUEST ZPS AS YOU GO | Product Creation Template (PCT)



| Name | SKU | Supplier Config | Brand | Primary Category |
|--------------------|-------------|-----------------|--|------------------|
| Swing Summer Dress | ABC123-PINK | | #ZALORASG:672 - Clothing / Women's Clothing / Dresses / Summer Dresses | |
| Swing Summer Dress | ABC123-PINK | | #ZALORASG:672 - Clothing / Women's Clothing / Dresses / Summer Dresses | |
| Swing Summer Dress | ABC123-PINK | | #ZALORASG:672 - Clothing / Women's Clothing / Dresses / Summer Dresses | |
| Swing Summer Dress | ABC123-PINK | | #ZALORASG:672 - Clothing / Women's Clothing / Dresses / Summer Dresses | |

Description

Fill by ZALORA

Fill by ZALORA

Fill by ZALORA



Download your Product Creation Template

Go to Seller Center > Products > Import Products > Product creation by category.



Fill in the Product Creation Template

You may refer to the example [here](#).



For **Full Package** and **Content Writing** services, please input "Fill by ZALORA" in the "Description" column.

REQUEST ZPS AS YOU GO | Product Creation Template (PCT)

The Different Type of SKUs - **multiple sizes**

| 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 |

For products with **multiple sizes**:

- **SKUSupplierConfig**
Your supplier config SKU.
- **Parent SKU**
To duplicate the SKUSupplierConfig
- **Seller SKU**
Your supplier config SKU and product size; please arrange the SKUs from the smallest to largest.

REQUEST ZPS AS YOU GO | Product Creation Template (PCT)

The Different Type of SKUs - **one size**

| Name | SKUSupplierConfig | Seller SKU | Parent SKU |
|------------|-------------------|------------|------------|
| Yellow Bag | ABC123-YLW | ABC123-YLW | ABC123-YLW |
| Green Bag | ABC123-GRN | ABC123-GRN | ABC123-GRN |

For products with **one size / no size**:

- **SKUSupplierConfig**
Your supplier config SKU.
- **Seller SKU**
Same as your supplier config SKU.
- **Parent SKU**
Same as your supplier config SKU.

ZPS Subscription Plan | **Subscribe to Photoshoot Form (SPF)**

Fill in Basic Information

| Photoshoot Details | |
|-----------------------|----|
| Country* | MY |
| Shop Name | |
| Seller Name | |
| Contact Email Address | |
| Contact Number | |

| Terms and Conditions |
|---|
| <ol style="list-style-type: none">1. Once this ZALORA Production Services (ZPS) Subscription Plan is in effect, it will only 'Production' column in the 'SentToWarehouse' file when raising the Shipment Request; a the ZPS team.2. Upon receiving Samples at ZALORA Production Studio in Malaysia, the standard time is ten (10) Business Days. |

Download SPF - <https://tinyurl.com/zalora-spf>
*copy link to browser to download



Photoshoot Details

Kindly fill in the details accordingly and ensure the Country selected is the Seller's origin country.



Terms and Conditions

To read through before filing in the SPF and sending it to us, which constitutes acknowledgement.

Note: Subscription plans are currently only available for selected **Fulfilled by ZALORA (FBZ)** Brands. Reach out to us if you would like to check your eligibility!

ZPS Subscription Plan | **Subscribe to Photoshoot Form (SPF)**

Fill in Package Details

| Product Type (select from drop down) | Package Type (select from drop down) | Content Writing (select from drop down) | Remarks (if any) | Currency | Unit Price |
|---|---|--|------------------|----------|------------|
| Apparel | Premium | EN | | MYR | 57.00 |
| | | | | | |

1. Product Type

Select the product type from the drop down list

2. Package Type

Select the ZPS package from the drop down list

3. Content Writing

Select the content writing language from the drop down list.

4. Remarks

ZPS requests are processed according to ZALORA's guidelines outlined in the Rate Card. You may add remarks such as requesting matching products or sharing styling preferences, however it is subject to ZALORA's discretion.

5. Currency

This is an automated field based on your selected 'Country'

6. Unit Price

This is an automated field based on your selected 'Package Type' and 'Add-On '. Please **DO NOT** make any amendments; Any adjustments needed will be done by the ZPS team

Note: Sellers may be charged additional fees if any reshoots are needed with Seller requests/requirements not previously provided.



ZPS with DELIVERY OF SAMPLES.

Applicable to ZPS Packages
with Photoshoots

SAMPLE REQUIREMENTS

ADULTS' APPAREL

- Top & Bottom garment
- Sleepwear & Underwear
- Swim & Beachwear
- Sportswear
- Traditional wear



Female

Top or Bottom:
EU 34 | UK 8 |
International S
Jeans: Waist Size: 25 in



Male

Tops: International M
Bottom or Jeans: Waist
Size 32 in
Suits: EU48



Unisex

Please provide 1
apparel each for Female
and Male according to
the requirements.

*Note: The recommended sizes above are **subject to change** based on the model and brand's measurement.*

SAMPLE REQUIREMENTS

KIDS' APPAREL

- Top & bottom garment
- Sleepwear
- Sportswear
- Traditional Wear

PRODUCT

- Bags
- Footwear
- Eyewear
- Jewelries
- Accessories

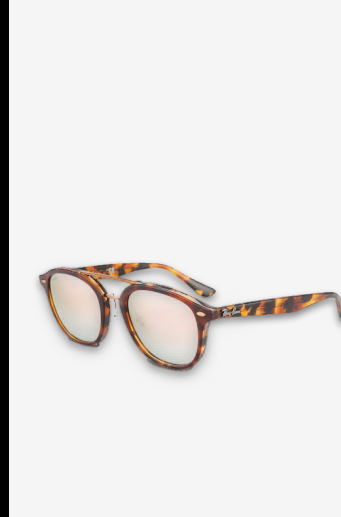


Girls

Age size: 6-7 Years

Boys

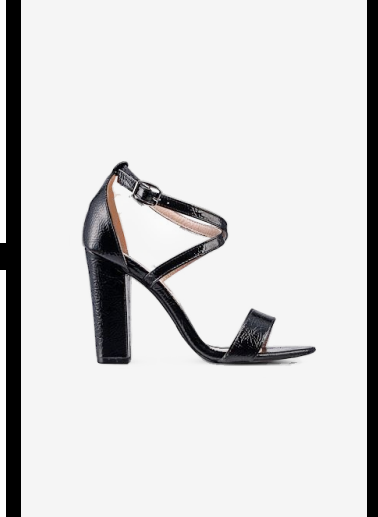
Age size: 7-8 Years



Male

Shoes: EU 45 | US 11 |
UK 10

Other Accessories: One
Size



Female

Shoes: EU 38 | US 7 | UK
5

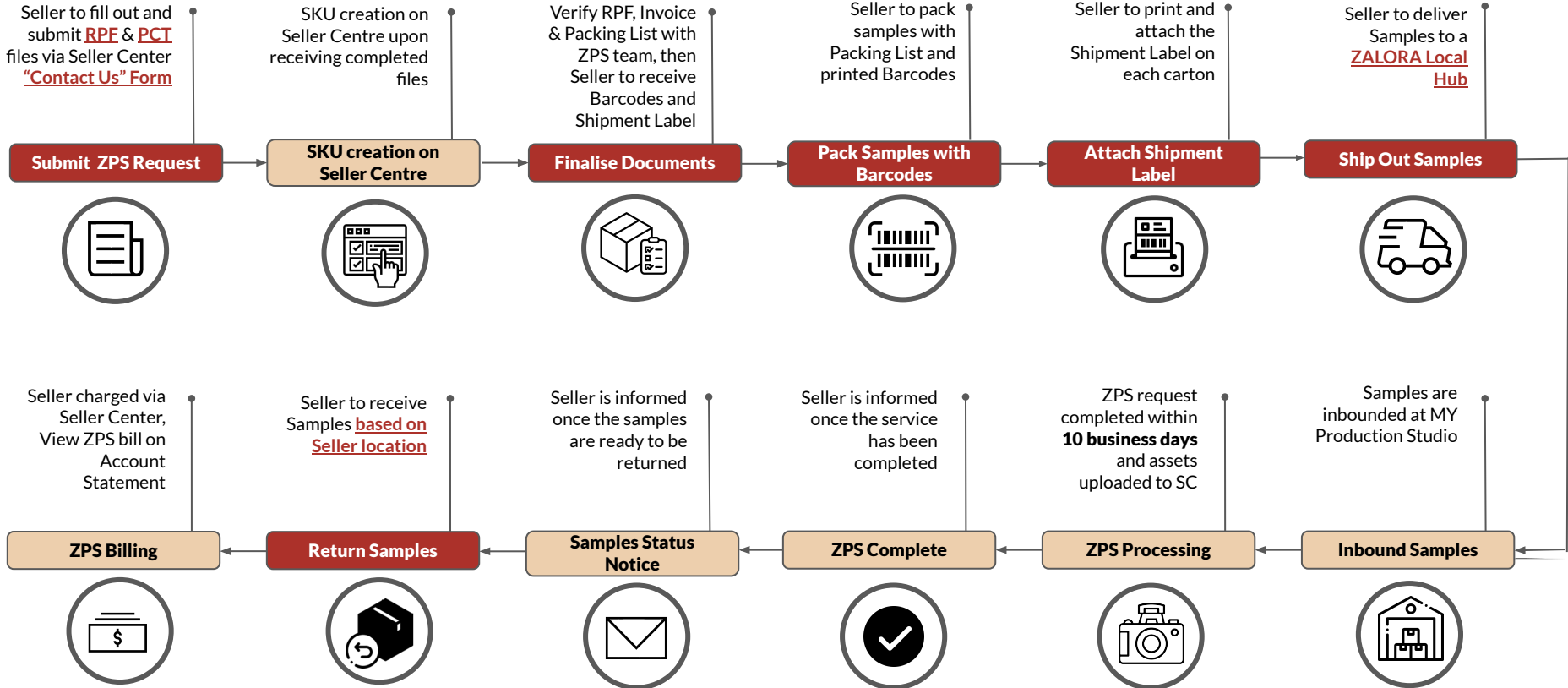
Other Accessories: One
Size

*Note: The recommended sizes above are **subject to change** based on the model and brand's measurement.*

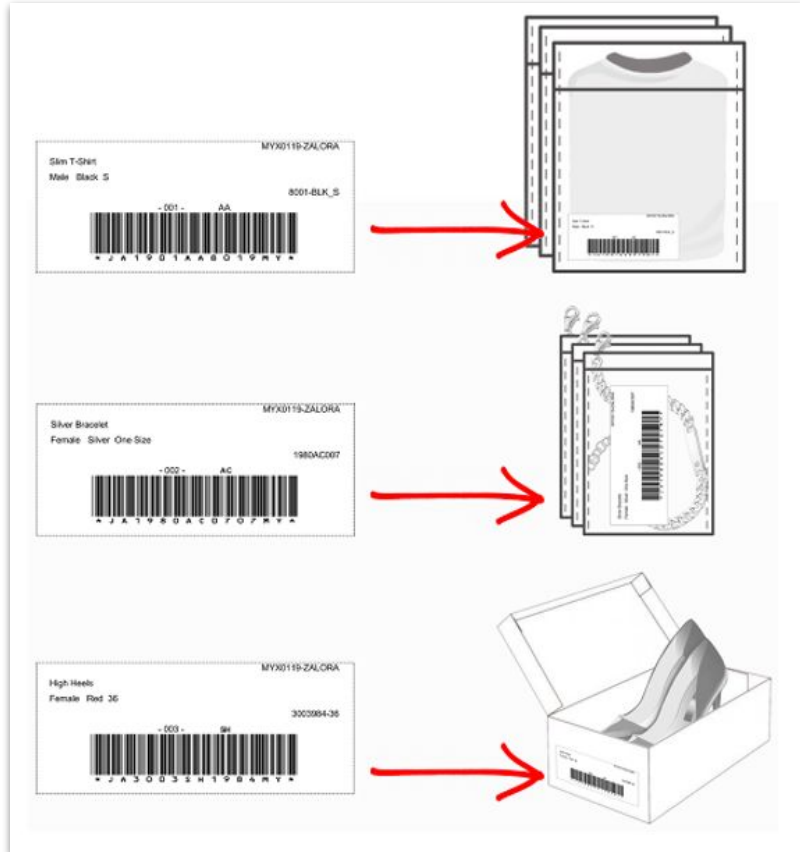
PROCESS FLOW - Dropship Shipments

LEGEND:

- Seller Action Item** (Red box)
- ZALORA Action Item** (Tan box)



PACK SAMPLES WITH BARCODES - Dropship Shipments



Print the barcodes and cut them to size. Each barcode must be clearly printed and should not get wrinkled to ensure it can be scanned.

Attach the barcodes to the corresponding sample before packing them for delivery. Please ensure each barcode is securely attached.

These barcodes help to ensure ZALORA is able to correctly process the ZPS request for each item. ZALORA has the right to reject samples that are not in the above mentioned condition during the inbound of the sample.

SHIP OUT & RETURN SAMPLES - Dropship Shipments

Delivery Address by Country (Cluster)

Sellers are responsible for the delivery of their samples to the ZALORA Local Hub.

ZALORA SG Local Hub

21 Pandan Ave, #04-05, 609388, Singapore

ZALORA HK Local Hub

ZALORA (Hong Kong) Limited 8/F, Ever Gain Center, 43-57 Wang Wo Tsai Street, Tsuen Wan

ZALORA TW Local Hub

2/F, Block A, Lane 117, Section 2, Anhe Road, Xindian District, New Taipei City (231)

Delivery Address of ZALORA Production Studio in MY

ZALORA Production Studio

Jade E-Services

Unit No. 13A-1, Mercu 3, Jalan Bangsar, KL Eco City, 59200 Kuala Lumpur, Malaysia

Samples to be collected by Seller within 14 days of notification

MY based sellers

SG based sellers

After being notified of the completion of your ZPS request, Sellers will be informed to collect / receive the samples.

Samples to be returned by ZALORA

HK based sellers

TW based sellers

ZALORA to confirm Seller's return address.



PROCESS FLOW - Fulfilled by ZALORA (FBZ) Shipments

LEGEND: Seller Action Item

ZALORA Action Item

Seller to fill out and submit **RPF** & **PCT** files via Seller Center **"Contact Us" Form**

Submit ZPS Request



SKU creation on Seller Centre upon receiving completed files

SKU Creation on Seller Centre



Verify RPF with ZPS team, then Seller to be instructed to raise shipment request

Finalise RPF



Seller to raise shipment request as per **FBZ SOP**

Raise Shipment Request



Seller to send shipment to ZALORA MY Warehouse once shipment approved by SCM

Ship Out Samples



Seller charged via Seller Center, View ZPS bill on Account Statement

ZPS Billing



Samples are returned to ZALORA MY Warehouse and added to inventory

Samples Returned to Warehouse



Seller is informed once the service has been completed

ZPS Complete



ZPS request completed within **10 business days** and assets uploaded to SC

ZPS Processing



Samples are picked and shipped to MY Production Studio by ZALORA

Samples Sorting



FBZ shipment is received and inbounded at ZALORA MY Warehouse

Inbound Stock

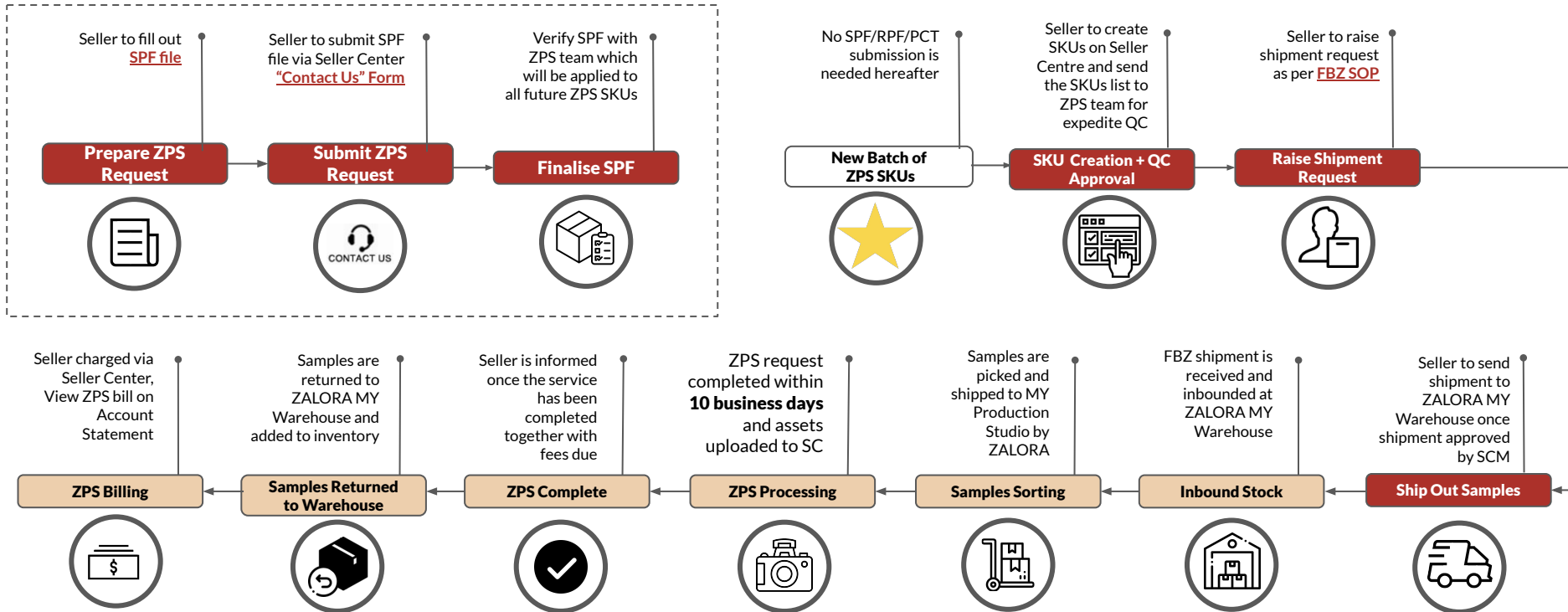


PROCESS FLOW - Fulfilled by ZALORA (FBZ) Shipments

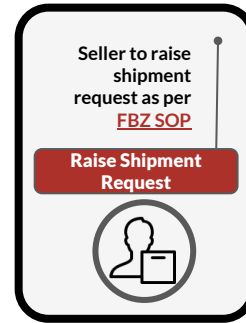
with Subscription Plan

LEGEND: Seller Action Item

ZALORA Action Item



RAISING SHIPMENT REQUEST - Fulfilled by ZALORA (FBZ) Shipments



2 Flag SKUs to Production (Very Important)

In the Send To Warehouse file, Seller to ensure **ONLY** the SKU's size that require ZPS is flagged to Production. Refer to [Sample Requirements](#) for the correct size

Seller must input "MY" under "Production" column in the file to flag the SKUs. Our Warehouse team will pull out the SKUs and send to our Studio.

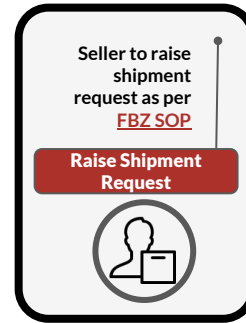
| D | E | F | H |
|--|-----------|-----------------|------------|
| ProductName | Variation | SellerSKU | Production |
| Block Font Colorblock Mechanics Shirt | L | 96005-22VM/000L | MY |
| Block Font Colorblock Mechanics Shirt | M | 96005-22VM/000M | None |
| Block Font Colorblock Mechanics Shirt | S | 96005-22VM/000S | None |
| Block Font Colorblock Mechanics Shirt | XL | 96005-22VM/002L | None |
| Block Font Colorblock Mechanics Shirt | XXL | 96005-22VM/002L | None |
| Pocket Logo Colorblock Mechanics Shirt | L | 96007-22VM/000L | MY |
| Pocket Logo Colorblock Mechanics Shirt | M | 96007-22VM/000M | None |
| Pocket Logo Colorblock Mechanics Shirt | S | 96007-22VM/000S | None |
| Pocket Logo Colorblock Mechanics Shirt | XL | 96007-22VM/002L | None |
| Pocket Logo Colorblock Mechanics Shirt | XXL | 96007-22VM/002L | None |
| Horizontal Logo Pullover | L | 96009-21VW/000L | MY |
| Horizontal Logo Pullover | M | 96009-21VW/000M | None |
| Horizontal Logo Pullover | S | 96009-21VW/000S | None |
| Horizontal Logo Pullover | XS | 96009-21VW/002S | None |



Only one size per SKU is flagged to Production



RAISING SHIPMENT REQUEST - Fulfilled by ZALORA (FBZ) Shipments



3

Examples of **Incorrect** Flagging to Production

Failing to flag correctly will result into ZPS delay or cancellation.

| D | E | F | H |
|--|-----------|-----------------|------------|
| ProductName | Variation | SellerSKU | Production |
| Block Font Colorblock Mechanics Shirt | L | 96005-22VM/000L | MY |
| Block Font Colorblock Mechanics Shirt | M | 96005-22VM/000M | MY |
| Block Font Colorblock Mechanics Shirt | S | 96005-22VM/000S | MY |
| Block Font Colorblock Mechanics Shirt | XL | 96005-22VM/002L | MY |
| Block Font Colorblock Mechanics Shirt | XXL | 96005-22VM/022L | MY |
| Pocket Logo Colorblock Mechanics Shirt | L | 96007-22VM/000L | MY |
| Pocket Logo Colorblock Mechanics Shirt | M | 96007-22VM/000M | MY |
| Pocket Logo Colorblock Mechanics Shirt | S | 96007-22VM/000S | MY |
| Pocket Logo Colorblock Mechanics Shirt | XL | 96007-22VM/002L | MY |
| Pocket Logo Colorblock Mechanics Shirt | XXL | 96007-22VM/022L | MY |
| Horizontal Logo Pullover | L | 96009-21VW/000L | MY |
| Horizontal Logo Pullover | M | 96009-21VW/000M | MY |
| Horizontal Logo Pullover | S | 96009-21VW/000S | MY |



All SKU sizes flagged to Production



| D | E | F | H |
|--|-----------|-----------------|------------|
| ProductName | Variation | SellerSKU | Production |
| Block Font Colorblock Mechanics Shirt | L | 96005-22VM/000L | |
| Block Font Colorblock Mechanics Shirt | M | 96005-22VM/000M | |
| Block Font Colorblock Mechanics Shirt | S | 96005-22VM/000S | |
| Block Font Colorblock Mechanics Shirt | XL | 96005-22VM/002L | |
| Block Font Colorblock Mechanics Shirt | XXL | 96005-22VM/022L | |
| Pocket Logo Colorblock Mechanics Shirt | L | 96007-22VM/000L | |
| Pocket Logo Colorblock Mechanics Shirt | M | 96007-22VM/000M | |
| Pocket Logo Colorblock Mechanics Shirt | S | 96007-22VM/000S | |
| Pocket Logo Colorblock Mechanics Shirt | XL | 96007-22VM/002L | |
| Pocket Logo Colorblock Mechanics Shirt | XXL | 96007-22VM/022L | |
| Horizontal Logo Pullover | L | 96009-21VW/000L | |
| Horizontal Logo Pullover | M | 96009-21VW/000M | |
| Horizontal Logo Pullover | S | 96009-21VW/000S | |
| Horizontal Logo Pullover | XS | 96009-21VW/002S | |



SKUs are not flagged



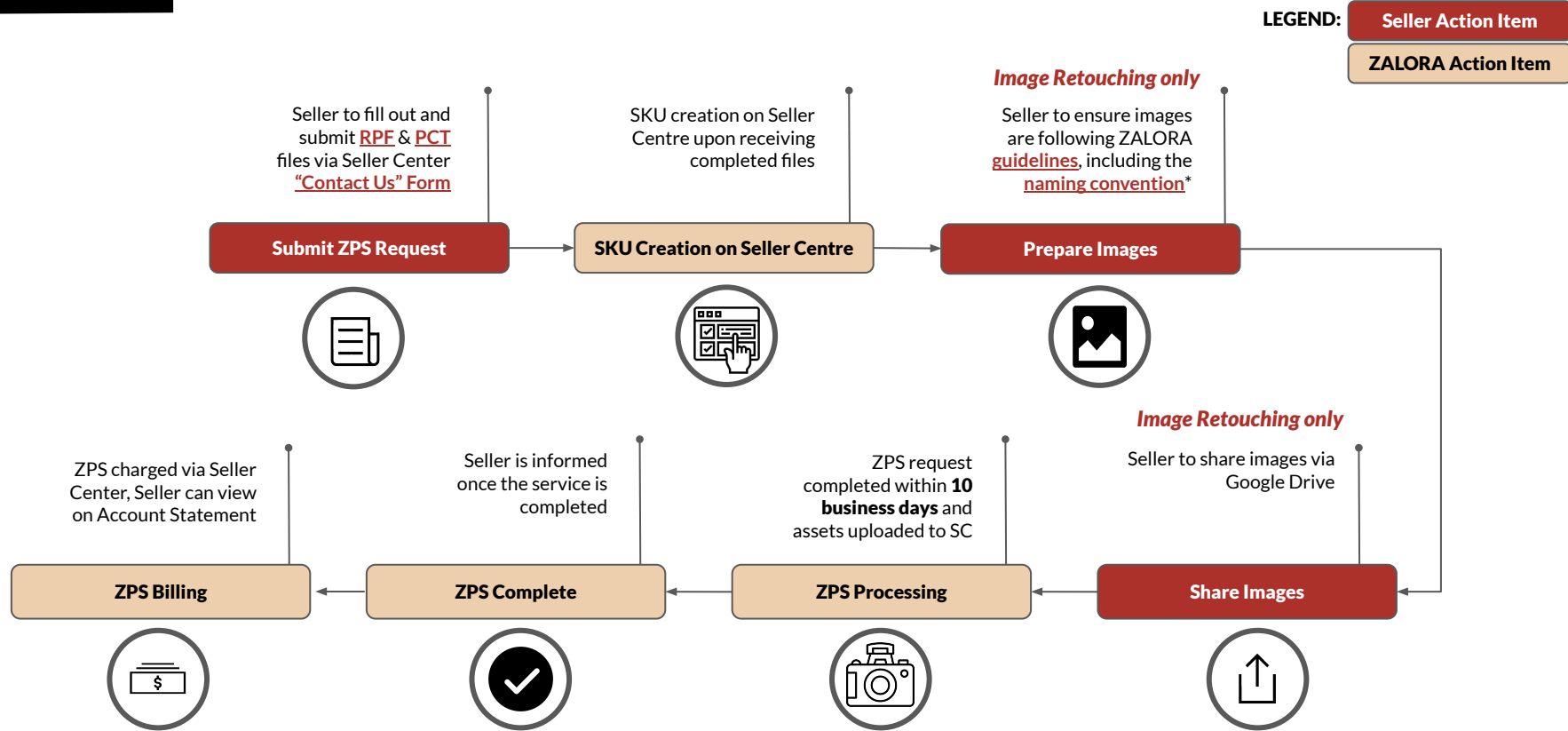


ZPS WITHOUT SAMPLES.

Applicable to:

- I. Content Writing
- II. Translations
- III. Image Retouching

PROCESS FLOW - Without Samples



*Seller may skip the PCT file submission and ZALORA's naming convention steps if Seller chooses to have the image assets delivered outside of Seller Centre (Google Drive).
Note: ZPS will not be responsible for ensuring the images pass ZALORA's Quality Check on Seller Centre.

IMAGE RETOUCHING - Image Preparations



Before sharing your images, prepare them as follows:

- Store the images on Google Drive for easy file sharing
- Compile the images into separate folders by SKU
- Ensure the images are named as 'ZALORASKU_ImageNumber'
- The main image to be named 'ZALORASKU_1'
- The main image **MUST** strictly follow all ZALORA image guidelines - you may refer to the guidelines [HERE](#)

Quick Links





QUICK LINKS

[ZPS Rate Card](#)

Download RPF - <https://tinyurl.com/zalora-rpf>

**copy link to browser to download*

Download SPF - <https://tinyurl.com/zalora-spf>

**copy link to browser to download*

[ZPS Contact Form via Seller Centre](#)

[ZALORA's Image Guidelines](#)