

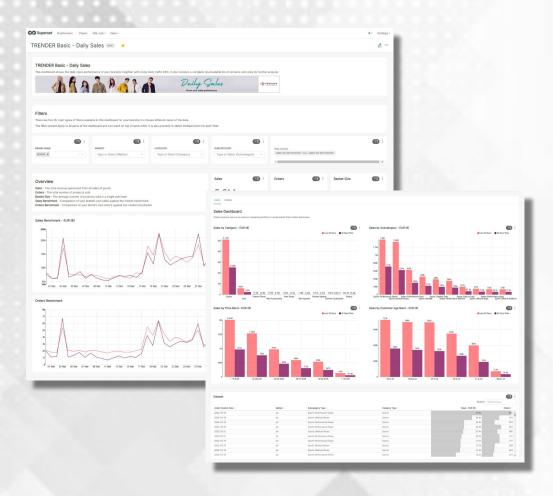
TRENDER Basic Information Deck

DATA BY GFG

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WHAT IS TRENDER BASIC

ZALORA, with its team of in-house fashion experts, introduces TRENDER, an interactive online dashboard which allows suppliers like yourself to fully capitalize on ZALORA's trade data to drive your brand's strategy.

With TRENDER, you will better understand who is buying products in your category, in order to target the right customer base and to be better equipped for future seasons' demands, by knowing what types of products customers are looking for.



ZALORA'S COMPETITIVE ADVANTAGE

ZALORA's strong command and reputation in the fashion market and its experience of working with over **8000 global and domestic brands**, gives ZALORA a competitive edge when curating and sharing data insights specifically designed for you - a fashion brand audience.

ZALORA prides in having the region's largest highly-qualified, fashion-focused, purchase-intent audience that makes ZALORA's consumer data better suited to predict fashion trends than the other sources used currently by brands, such as brand.com data and membership sales data from retail.





DRIVE BUSINESS STRATEGY

A DATA PLATFORM FOR ALL NEEDS

EXECUTIVES

Data-driven informed decision making for executives to understand the latest trend developing in their market and category, to predict future trends, improve profitability and drive top line growth of the brand.





MARKETERS

In-depth understanding of consumer segments and purchasing behavior, trend analytics on changing consumer demographics and spending power help marketers develop winning campaign strategies.

MERCHANDISERS

Develop merchandiser's understanding on how specific market and category is performing, who the customers are and their purchasing preferences.





DESIGNERS

Offers designers with consumer centric insights on top color and size to develop next season's winning collection. Purchase data including price band and fastest selling subcategories will give a holistic view of what consumers are looking for.



TRENDER EMPOWERS DATA-DRIVEN DECISIONS



SALES PERFORMANCE

- Sales by Price Band
- Sales by Customer Age Band
- Sales Against Market Average



MARKET & CATEGORY TRENDS

- Fastest Growing Markets
- Best Performing Categories
- Top & Trending Subcategories



PRODUCT INSIGHTS

- Popular & Trending SKUs (Which products are best-sellers on ZALORA?)
- Fastest Growing Sizes & Colours

(What are best-seller attributes?)

• Price Band Share (Which price ranges work best with ZALORA's customers?)

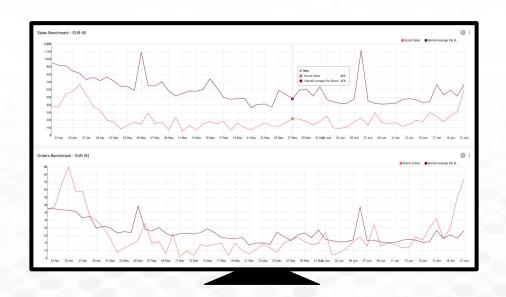


- New Customer Split (Who are the customers purchasing on ZALORA?)
- Top Regions (Which regions are my product categories selling best in?)
- Top & Trending Age Groups
 All that are groups are tren

(What age groups are trending on ZALORA?)



COMPARE AGAINST MARKET BENCHMARKS



Brands will be able to compare their own sales and orders data against the market benchmarks, and



Recognize trends and patterns:

Being able to spot trends can help you avoid being caught off guard by a change in your sector.



Monitor market position:

Benchmarking can show you where you are in the market and map the competitive landscape.

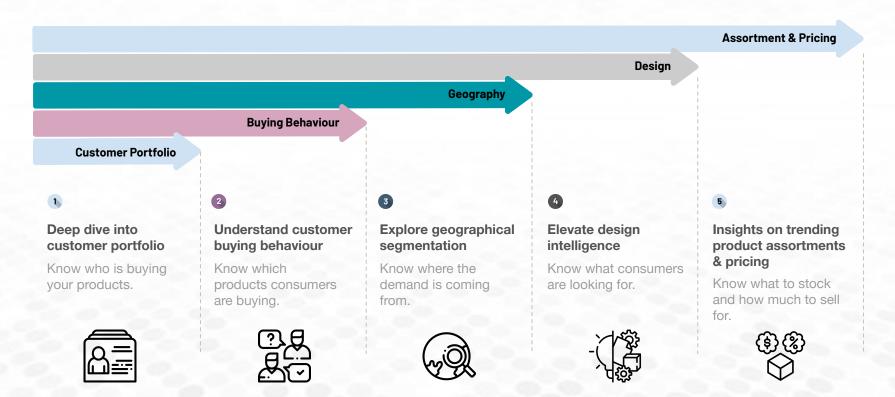


Reach full potential:

Realize your growth potential and locate possible growth opportunities by comparing against the market.



KEY BENEFITS





SUBSCRIPTION PACKAGES

SUBSCRIPTION PACKAGES* AVAILABLE FOR TRENDER BASIC INCLUDE:



Women's Apparel



Women's Accessories



Shoes

Men's Apparel



Men's Accessories

price



Men's Shoes



Beauty



Kids



Traditional Wear



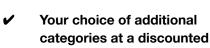
Sports

STANDARD

STANDARD SUBSCRIPTION

ZALORA's market data for your fastest growing category (for all available markets) ADD-ONS

ADDITIONAL CATEGORY



ADD-ONS

ADD ALL CATEGORIES

 Additional 9 categories, focusing on all of ZALORA's top product categories

*Based on the selected package, subscribing sellers will be charged Trender Fee once a month to their Account Statement in Global Seller Center (GSC).





STANDARD SUBSCRIPTION

Customer will receive access to ZALORA's market data for their fastest growing category

Malaysia



MYR 99

Singapore



SGD **34**.99

Hong Kong



HKD 199

Taiwar



TWD **749**

Philippines



PHP 999

Indonesia



IDR **199**,000



Upgrade your standard subscription and enjoy discounts with TRENDER Upgrade Packages

CUSTOMER LOCATION	Malaysia	Singapore	Hong Kong	Taiwan	Philippines	Indonesia
PER ADDITIONAL CATEGORY	MYR 49	SGD 19 .99	^{HKD} 99	^{TWD} 399	PHP 499	^{IDR} 99 ,000
ADD ALL CATEGORIES	^{MYR} 449	^{SGD} 179	^{HKD} 899	TWD 3,599	PHP 5,499	IDR 1,749 ,000
Customers of TRENDER Basic will be charged principal place of business is located, as desc charged in local currency (LCY) to the Custon Standard subscription fee is still applicable fee.	ribed in Seller Cen ner Seller Centre ac	tre. All applicable count statement	TRENDER fees wi		N	

^{3.} Prices shown are pre-tax, subject to respective countries' current tax rates.



TRENDER SUBSCRIPTION PROCESS





Seller sends an email requesting to subscribe

TERMS & CONDITIONS AGREED



TRENDER subscription T&Cs pop-up in Seller Centre

FREE TRIAL



Brand receives FREE 1 month trial of TRENDER

READY FOR USE



Access to TRENDER Dashboard sent out to subscribing* Sellers

INVOICE BILLED



Seller charged in Seller-Centre for paid month of TRENDER

ADD CATEGORIES





Seller decides to purchase additional categories

*Subscribing to TRENDER is aligned to the needs of your brand throughout the season, therefore our subscription cycles is aligned with each season and constitutes of a 3-month term billed monthly billed directly to your Seller Centre account statement.



Start your 1-month

FREE TRIAL

Sign-up today and get access to the region's leading industry data right at your fingertips.

For a limited time-period ZALORA offers a 1-month trial of TRENDER Standard Subscription to our selected brand partners. Only for you, we have:

- Completely free for 1 month*
- Tailored data only for you
- Access to key product, competitor & customer insights
- Empower your team with leading industry data right at your fingertips



KNOW MORE





even better....

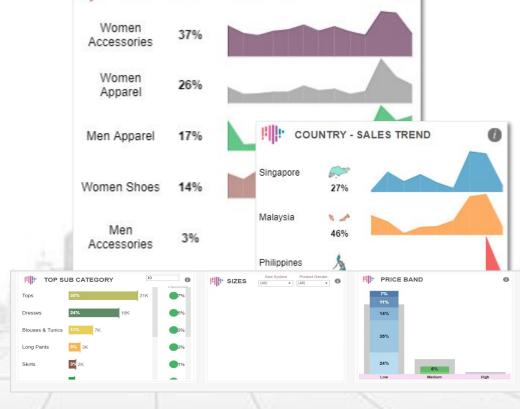
TRENDER Professional!

TRENDER Professional allows you to have a deeper sub-categorical view, not just limited to the few that we have picked out for you in Basic.

You will gain access to an **interactive dashboard**, and most importantly information specific to your brand including:

- Brand specific product & customer insights
- In-depth subcategory data
- Regional data
- Customer search terms
- Forecasted trends

... and much more!



CATEGORY - SALES TREND



FAQs - General



■ WHAT IS

TRENDER BASIC?

TRENDER Basic provides brand partners with access to key product, competitor and customer insights to drive brand strategy with ZALORA's trade data.

2 WHO IS TRENDER BASIC FOR?

TRENDER Basic is suitable for all brands on ZALORA's platform who are interested in gaining access to insights derived from the region's largest highly-qualified, fashion-focused, purchase-intent audience.

WHAT ARE THE CATEGORIES CURRENTLY OFFERED ON TRENDER BASIC?

Women's Apparel, Women's Accessories, Women's Shoes, Men's Apparel, Men's Accessories, Men's Shoes, Beauty, Kids, Traditional Wear, and Sports.

4 WHAT ARE THE MARKETS CURRENTLY COVERED ON TRENDER BASIC?

Malaysia (MY), Singapore (SG), Hong Kong (HK), Taiwan (TW), Philippines (PH), and Indonesia (ID).

FAQs - Subscription



5 FREE TRIAL FOR TRENDER BASIC?

Yes. You will start your Standard Subscription with a 1 month Free Trial.

6 HOW DOES THE TRENDER BASIC "STANDARD SUBSCRIPTION" WORK?

The Standard Subscription provides access to ZALORA's market data for your brand's fastest growing category in all available markets (e.g. A seller based in Malaysia will received a Beauty Category report for not only MY, but also SG, HK, TW, PH and ID markets).

HOW DOES THE TRENDER BASIC "PER ADDITIONAL CATEGORY" SUBSCRIPTION WORK?

In addition to your Standard Subscription report for your fastest growing category, you have the flexibility to add your choice of additional categories at a discounted price. (e.g. A seller currently subscribed to the Beauty Category can add reports for the Women's Apparel Category too.)

HOW DOES THE TRENDER BASIC "ADD ALL CATEGORIES" SUBSCRIPTION WORK?

In addition to your Standard Subscription report for your fastest growing category, you can get insights into an additional 9 categories, focusing on all of ZALORA's top product categories.

FAQs - Subscription



HOW DO I SUBSCRIBE OR UNSUBSCRIBE

TO TRENDER BASIC "STANDARD SUBSCRIPTION", "PER ADDITIONAL CATEGORY" AND/OR "ADD ALL CATEGORIES" PACKAGES? Simply drop us an email at any time at trender-support-mp@zalora.com.

WHAT HAPPENS AT THE END OF THE TRENDER BASIC FREE TRIAL?

At the end of your Free Trial, your subscription will be automatically renewed, with monthly charges billed to your Seller Center account statement. This can be cancelled at any time prior to renewal by contacting <u>trender-support-mp@zalora.com</u>.

TRENDER BASIC COST?

Please refer to the Pricing Sheet for more information.

12 WHAT CURRENCY WILL
TRENDER BASIC BE BILLED IN?

TRENDER Basic will be billed based on the home country of your Seller Center (e.g. A seller on Malaysia Seller Center will be billed in MYR).

FAQs - The Dashboard



13 IS THERE A GUIDE ON HOW TO USE THE DASHBOARD?

Yes, please refer to the 'TRENDER Basic Walkthrough Guide' for more information. It is available on the Help Page.

14 FILTER MY DATA?

Currently, you have the option to filter data by Supplier Name, Brand Name, Market, Category, Subcategory, and Time Range. For example, a brand who is currently subscribed to the Beauty Category will be able to view their Beauty sales data against the market benchmark in only Malaysia or against the benchmark in other markets. Additionally, you can select multiple filters for a comprehensive view on the dashboard.

TIME RANGE AVAILABLE FOR VIEWING ON THE DASHBOARD?

Currently, you can view the dashboard data up to a maximum of the last 60 days. Do look forward to a longer time frame to be made available soon.

16 HOW OFTEN IS THE DATA UPDATED ON THE DASHBOARD?

The Daily Sales dashboard data will be updated daily.

FAQs - The Dashboard



WILL I BE ABLE TO

DOWNLOAD/ EXPORT THE DASHBOARD DATA?

Yes, you can download the charts as an image or export the data as a CSV file.

18 CURRENCY WILL THE DATA BE DISPLAYED IN?

The euro (symbol: €; code: EUR). This is to allow easy comparison between the different markets.

DASHBOARD IS NOT LOADING PROPERLY. WHAT DO I DO?

In the event of any issues, you can try force refreshing the data by clicking on the force refresh button (more details in the 'TRENDER Basic Walkthrough'). If the issue persists, please contact trender-support-mp@zalora.com.

WILL THERE BE MORE FEATURES OR ADDITIONAL DASHBOARDS IN THE FUTURE?

Yes, keep an eye out on the <u>Announcement Page</u> as new features and dashboards will be made available soon! If you have any feedback for us, do let us know through the TRENDER Basic feedback form!





CONTACT US

Get in touch with us if you have any questions / issues / feedback about TRENDER Basic!

trender-support-mp@zalora.com





TRENDER Basic Walkthrough

DATA BY GFG

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Website Login



More insights on TRENDER Basic with our new Dashboard!

We heard you and we have made improvements - you can now benchmark your performance against the market!

This email includes your account details, so please keep it safe. You will be prompted to change your password on your first login.

Username: [email address]
Password: [password]

Look out for more emails from us! This is only one of many steps we are taking to ensure that you have easy access to actionable insights for your product categories!



Questions? Check out our <u>FAQs</u> and <u>Walkthrough Guide</u> or <u>drop us an email</u> - we are here to help!

All the best, Your TRENDER Basic Team!



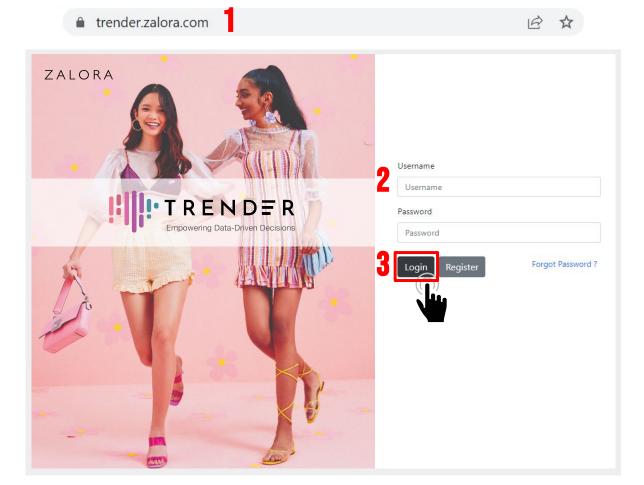
WELCOME EMAIL

Activation of TRENDER Basic Account

After subscribing to TRENDER Basic, a welcome email will be sent to you with your

- username and
- (2) temporary password.





HOW TO LOGIN?

Step 1:

Access TRENDER website at https://trender.zalora.com/

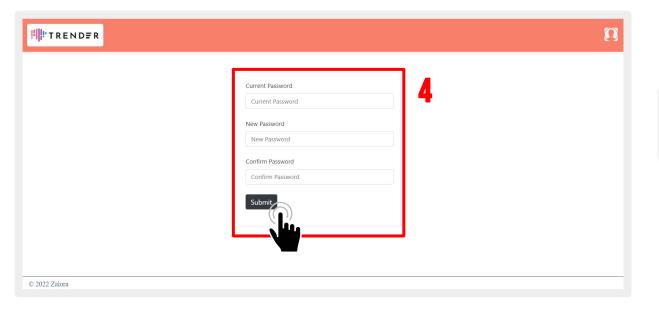
Step 2:

To login, enter your username (email) & password.

Step 3:

Click on the login button to enter the website.





RESET PASSWORD

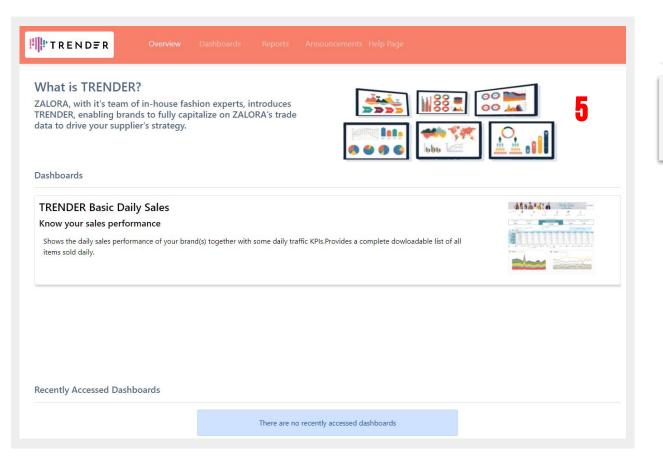
FIRST TIME LOGIN



Step 4:

When logging in for the first time, you will be prompted to reset your password.





HOW TO LOGIN?

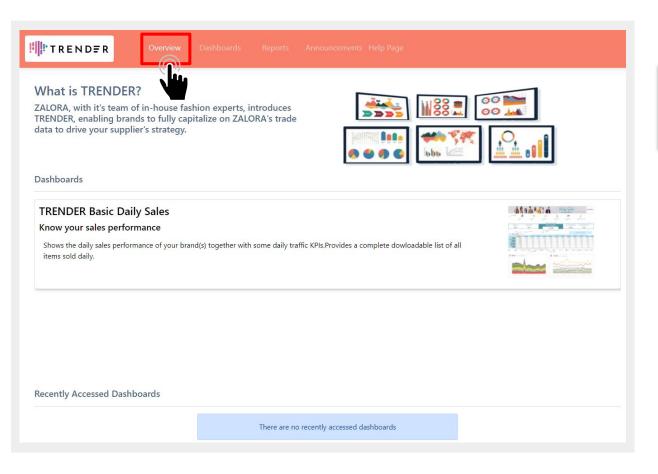


Step 5:

Congratulations! You now have access to the TRENDER website and all the dashboards you have subscribed to.







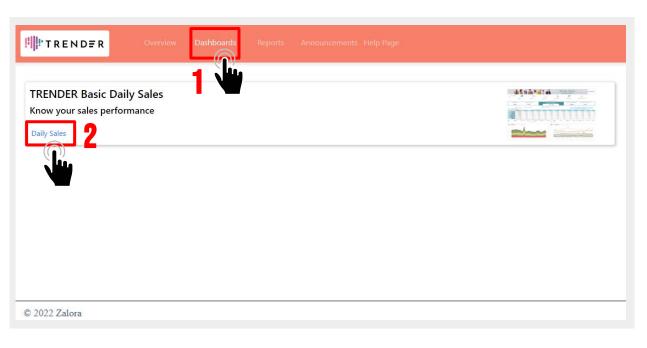
OVERVIEW PAGE

The **Overview tab** is the main homepage for TRENDER. It shows your current and recently accessed dashboards for easy access.



Dashboards



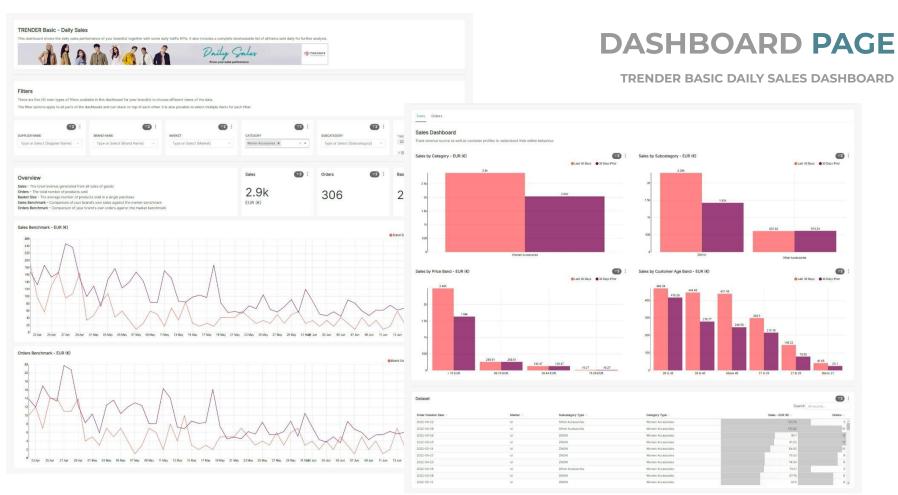


The **Dashboards tab** shows all the dashboards available to you based on your subscription. You will be able to access all markets in your subscribed categories as well as the Daily Sales dashboard.

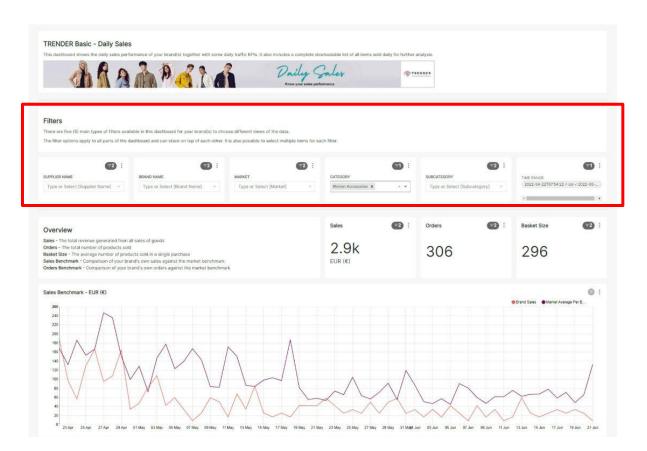
The **TRENDER Basic Daily Sales dashboard** shows the daily sales performance of your brand(s) together with some daily traffic KPIs.

Note: Your default category will be your brand's fastest growing category (in NMV).









TRENDER BASIC DAILY SALES DASHBOARD

→ FILTER OPTIONS

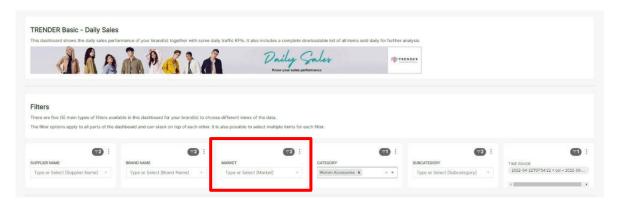
The data on this dashboard can be filtered based on Supplier Name, Brand Name, Market, Category, Subcategory, and Time Range.

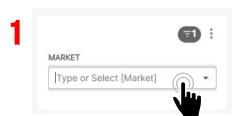
The filter options apply to all parts of the dashboard and can stack on top of each other. It is also possible to select multiple items for each filter.

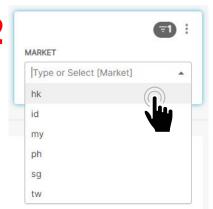
By default, the dashboard will already be filtered by your Supplier Name.

Note: Filter options will only show filters that are applicable to you.









TRENDER BASIC DAILY SALES DASHBOARD

→ FILTER OPTIONS (MARKET)

You can filter by market simply by clicking on the market filter and selecting your desired option.

Step 1:

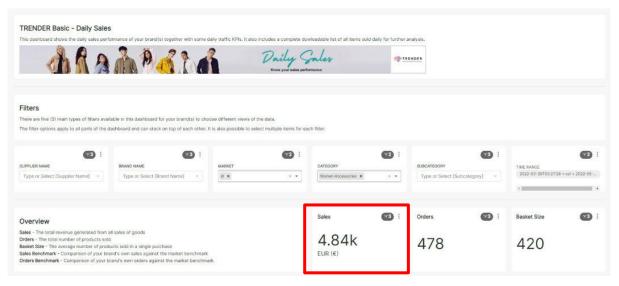
Click on the market filter.

Step 2:

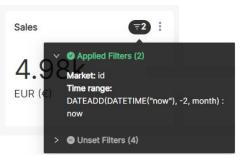
Select your desired option.

Note: Filter options will only show filters that are applicable to you.









TRENDER BASIC DAILY SALES DASHBOARD

→ ACTIVE AND INACTIVE FILTERS

To view the filters that are currently active on the dashboard.

Step 1:

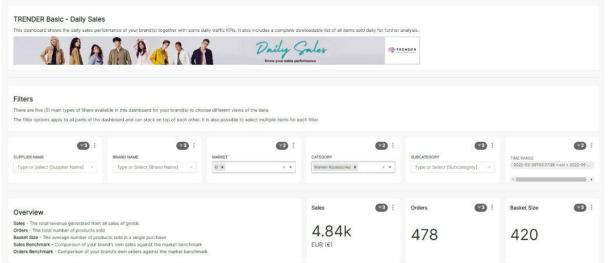
Click on dark grey filter icon.

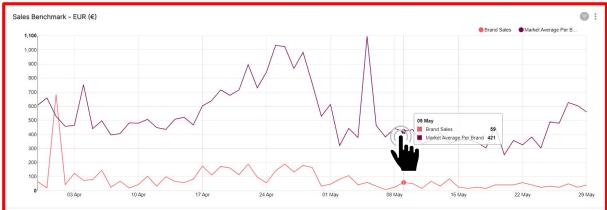
Step 2:

This will show which filters have been applied to the entire dashboard and which are unset.

Note: Filter options will only show filters that are applicable to you.







TRENDER BASIC DAILY SALES DASHBOARD

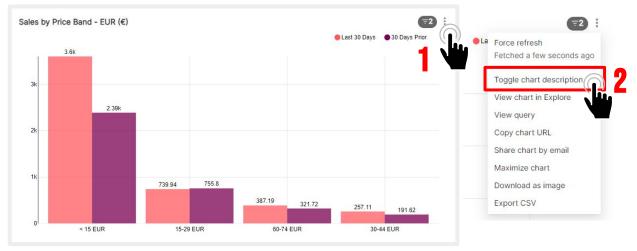
→ TOOLTIPS

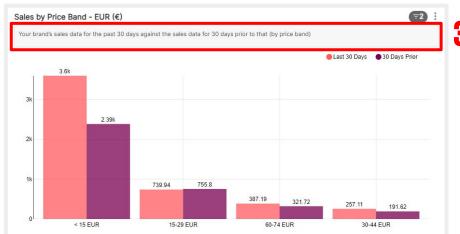
To view a specific item in detail, you can hover over a particular point in the chart to view a tooltip.

Step 1:

Hover the mouse over the graph line to view the tooltip.







DASHBOARD PAGE

TRENDER BASIC DAILY SALES DASHBOARD

→ CHART DESCRIPTIONS

To better understand what each chart represents, you can toggle the chart description.

Step 1:

Click on the ellipsis button (3 vertical dots).

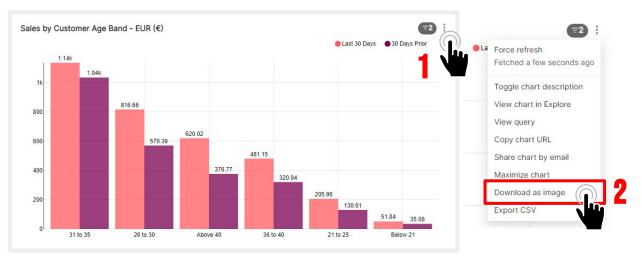
Step 2:

Select "Toggle chart description" from the dropdown menu.

Step 3:

The chart description will appear underneath the chart title.







DASHBOARD PAGE

TRENDER BASIC DAILY SALES DASHBOARD

→ DOWNLOAD CHART

To download a chart as an image.

Step 1:

Click on the ellipsis button (3 vertical dots).

Step 2:

Select "Download as image" from the dropdown menu.

Step 3:

The chart will be downloaded as an image in your gallery.



Dataset Order Creation Date Market Subcategory Type Category Type Sales - EUR (€) Orders 2022-04-28 Sports Lifestyle Bags Sports 27.7 2022-04-27 id Sports Lifestyle Bags Sports 4.22k 2022-04-28 id Sports Lifestyle Shoes Sports 17.55 2.65k 2022-04-26 16.9 2.59k id Sports Lifestyle Bags Sports 2022-04-25 Sports Lifestyle Bags Sports 9.23 1.42k 2022-04-27 id 8.65 1.32k Sports Lifestyle Shoes Sports 5.98 2022-04-26 id Sports Lifestyle Shoes Sports 916 2022-04-25 2.68 413 id Sports Lifestyle Shoes Sports 2022-05-26 id Sports Lifestyle Bags Sports 2022-05-26 id Sports Lifestyle Shoes Sports

Order Creation Date	Market :	Subcategory Type ©	Category Type :	Sear Sales - EUR (€)	Force refresh Fetched a few seconds ago
2022-04-28	id	Sports Lifestyle Bags	Sports		View chart in Explore
2022-04-27	id	Sports Lifestyle Bags	Sports		View query
2022-04-28	id	Sports Lifestyle Shoes	Sports		
2022-04-26	id	Sports Lifestyle Bags	Sports		Copy chart URL
2022-04-25	id	Sports Lifestyle Bags	Sports		Share chart by email
2022-04-27	id	Sports Lifestyle Shoes	Sports		Maximize chart
2022-04-26	id	Sports Lifestyle Shoes	Sports		Download as image
2022-04-25	id	Sports Lifestyle Shoes	Sports	7	Export CSV
2022-05-26	id	Sports Lifestyle Bags	Sports		-
2022-05-26	id	Sports Lifestyle Shoes	Sports		0

DASHBOARD PAGE

TRENDER BASIC DAILY SALES DASHBOARD

→ EXPORT DATA

You can export data as a CSV file for further analysis.

Step 1:

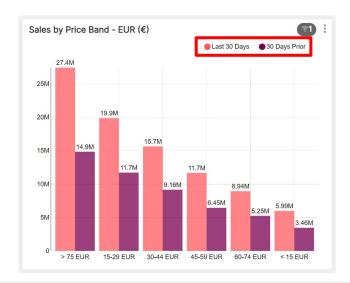
Scroll to the bottom of the dashboard for the dataset table and click on the ellipsis button (3 vertical dots).

Step 2:

Select "Export CSV" from the dropdown menu and the file will be downloaded to your device automatically.

Note: The "Export CSV" option will only work for the Dataset table.









May											
	S	Μ	Т	W	Т	F	S				
18	1	2	3	4	5	6	7				
19	8	9	10	11	12	13	14				
20	15	16	17	18	19	20	21				
21	22	23	24	25	26	27	28				
22	29	30	31	1	2	3	4				
23	5	6	7	8	9	10	11				

DASHBOARD PAGE

TRENDER BASIC DAILY SALES DASHBOARD

→ LEGEND DESCRIPTION

Last 30 Days:

- Represents the data from the last 30 days up to the day of viewing the dashboard.
- For example, accessing the dashboard on 15 May 2022 will show the data from 16 April 2022 to 15 May 2022.

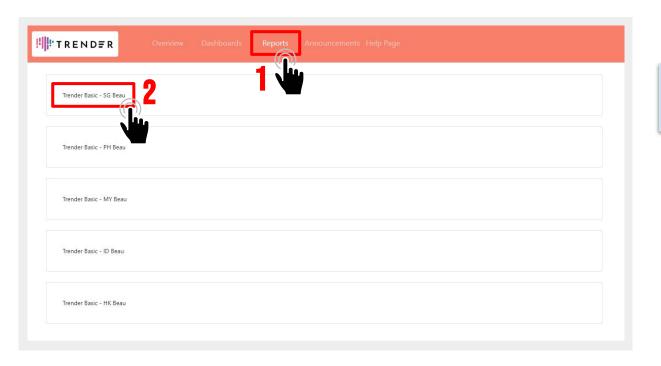
30 Days Prior:

- Represents the data from 30 day prior to the "Last 30 Days"
- For example, accessing the dashboard on 15 May 2022 will show the data from 17 March 2022 to 15 April 2022.



Reports



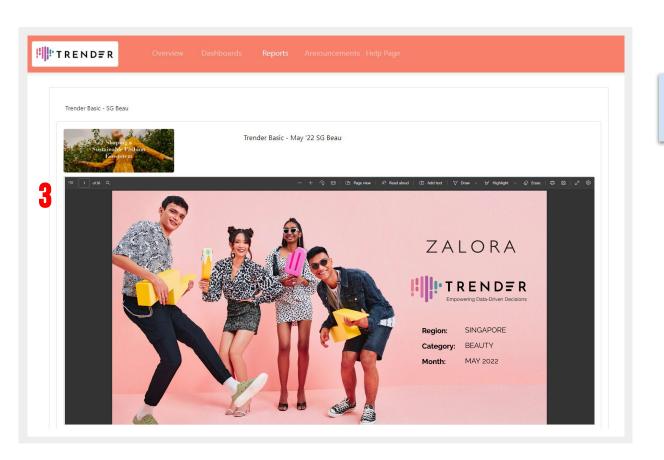


REPORT PAGE

The **Reports tab** contains past TRENDER Basic reports for your subscribed category for the latest month.

Note: Reports will only show for categories you are subscribed to.





REPORT PAGE

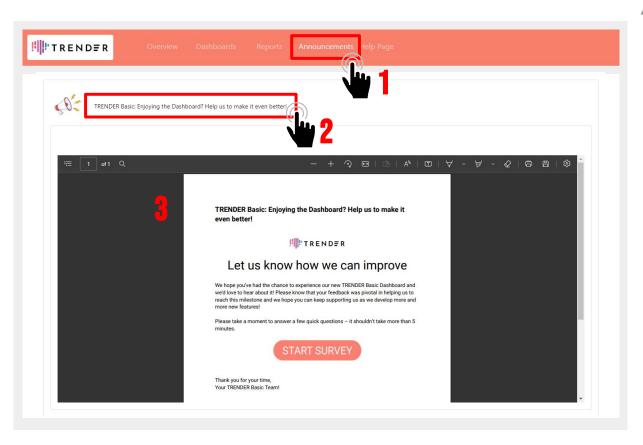
The **Reports tab** contains past TRENDER Basic reports for your subscribed category for the latest month.

Note: Reports will only show for categories you are subscribed to.



Announcements





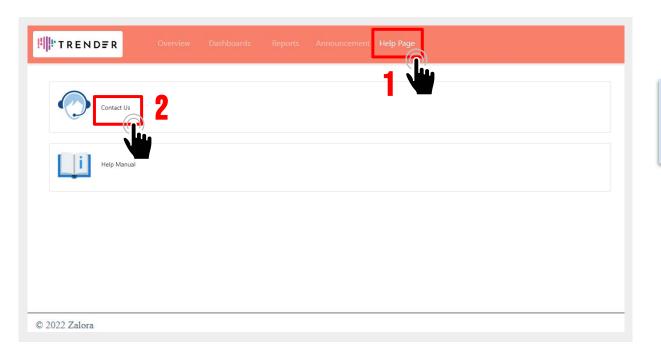
ANNOUNCEMENTS PAGE

The **Announcements tab** is where you can find the latest news and updates about TRENDER Basic.



Help Page



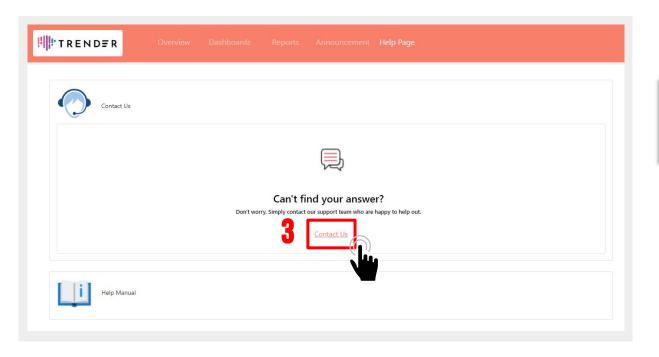


HELP PAGE

CONTACT US

The **Help Page tab** consists of a Contact Us form where you can contact the support team directly if you require any assistance or help.



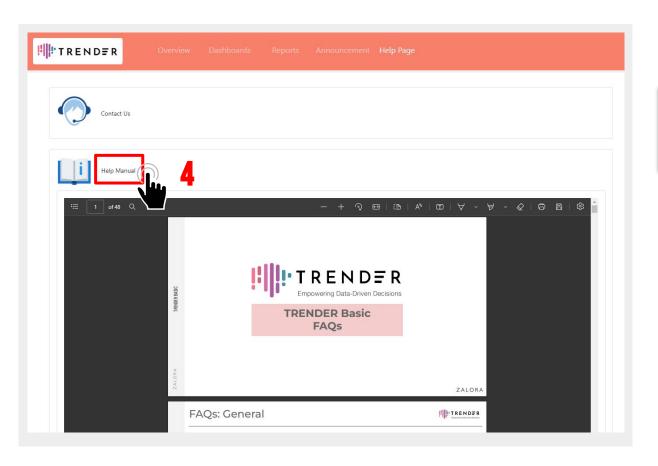


HELP PAGE

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HELP PAGE

HELP MANUAL

The **Help Page tab** also consists of the Help Manual, which includes the TRENDER Basic FAQs, Walkthrough Guide, and Pricing Sheet.



STUDY CONSUMER BEHAVIOUR

Make informed business decisions. Keep the pulse of the industry, keep up with market trends.

SUBSCRIBE TO TRENDER!