Proposal for Automating ZALORA's Seller Onboarding Process

1. **Build vs. Buy Decision:**

After careful consideration, ZALORA should build a solution to automate the seller onboarding process. This is because building a custom solution will allow ZALORA to tailor the solution to its specific needs, integrate it seamlessly into existing systems, and provide better control over the solution's development and maintenance. Additionally, the long-term cost of ownership for a custom solution is likely to be lower than purchasing and maintaining a third-party solution, which could have hidden costs such as licensing fees and additional customization costs.

1. **Proposed Solution:**

The proposed solution will be a custom-built workflow automation system that integrates with existing systems such as Google Forms, Google Drive, and SAP. The system will be built using a low-code platform such as Microsoft Power Platform, which will require minimal coding expertise but will still provide a high level of flexibility and customization. The proposed solution will entail the following steps:

1. Integration with Google Forms: The workflow automation system will be integrated with the Google Forms used to collect information from the buyer or account manager to create a new seller account.
2. Automatic Document Storage: The system will automatically store the supporting documents submitted by the seller in a designated Google Drive folder.
3. Automated SAP Creation: The system will automatically create a seller or brand in SAP by inputting information from the Google Form.
4. QC and Payment Block: The system will automatically create a payment block for new sellers and flag them for review by the finance team. Once the finance team reviews the supporting documents and data input in SAP, they will unblock payment for the seller in SAP.
5. **Financial Analysis:**

The proposed solution will require an initial investment in the low-code platform and the development of the custom solution. However, this initial investment will result in a significant reduction in operational costs as the finance team will no longer need to manually execute the seller onboarding process. Additionally, the proposed solution will allow for faster onboarding of sellers, resulting in increased revenue for ZALORA.

1. **Roadmap for Solution Delivery:**

Phase 1: Requirements Gathering and Design (2 weeks)

* Meet with stakeholders to gather requirements for the solution
* Develop the design for the workflow automation system

Phase 2: Development (8 weeks)

* Build and configure the workflow automation system using Microsoft Power Platform
* Test the solution and ensure it meets requirements

Phase 3: Deployment and User Training (2 weeks)

* Deploy the solution to the finance team and provide user training

Phase 4: Ongoing Maintenance and Support (ongoing)

* Provide ongoing maintenance and support for the solution

1. **Risk Assessment and Communication Plan: Assumptions:**

* Adequate resources will be available for the development and deployment of the proposed solution
* The finance team will provide sufficient input and feedback during the development process

Risk Assessment:

* Delays in development and deployment due to unforeseen technical issues
* Resistance from the finance team to adopt the new solution
* Disruption of operations during the transition period

Communication Plan:

* Regular updates on the progress of the development and deployment of the solution
* Training sessions and support for the finance team during the transition period
* Clear communication of the benefits of the new solution to stakeholders

Conclusion:

The proposed solution of building a custom workflow automation system using a low-code platform such as Microsoft Power Platform will provide an efficient and cost-effective solution for automating the seller onboarding process. The implementation plan outlined in this proposal will ensure a smooth transition to the new solution and minimize disruption to operations.