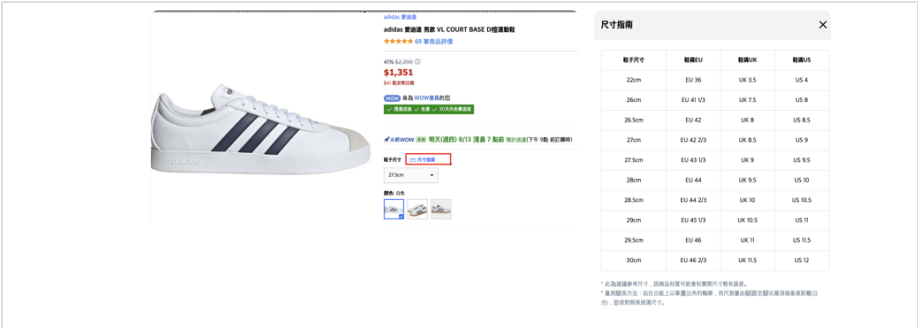


[TW] Size Chart issue faced by 3P products

Problem statement:

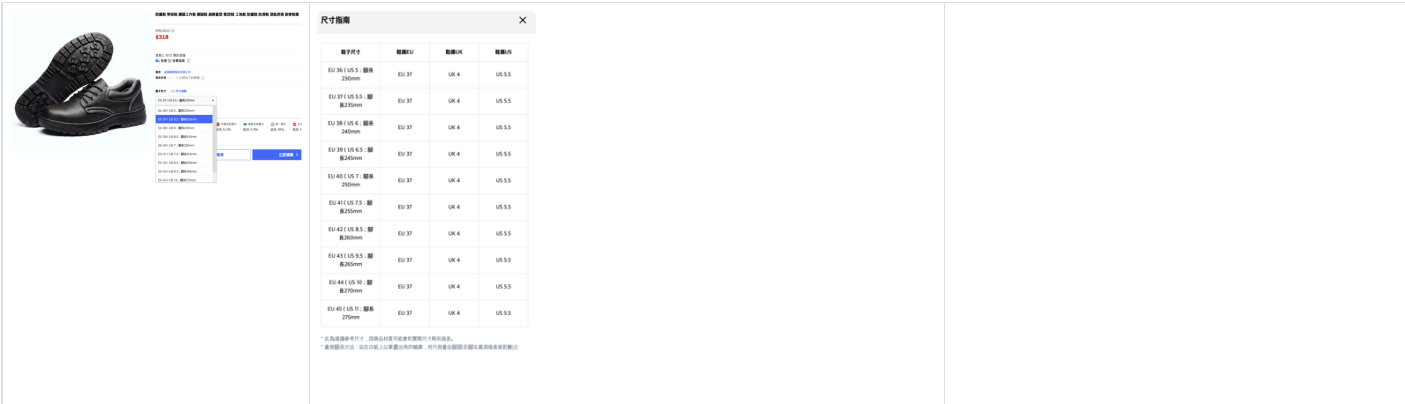
For 3P products in Taiwan, across many categories including Fashion apparels and Fashion apparels categories, we found size chart values incorrect. Size chart contains additional details about the size and is shown above the size attribute in SDP to help customer make an informed purchase decision.



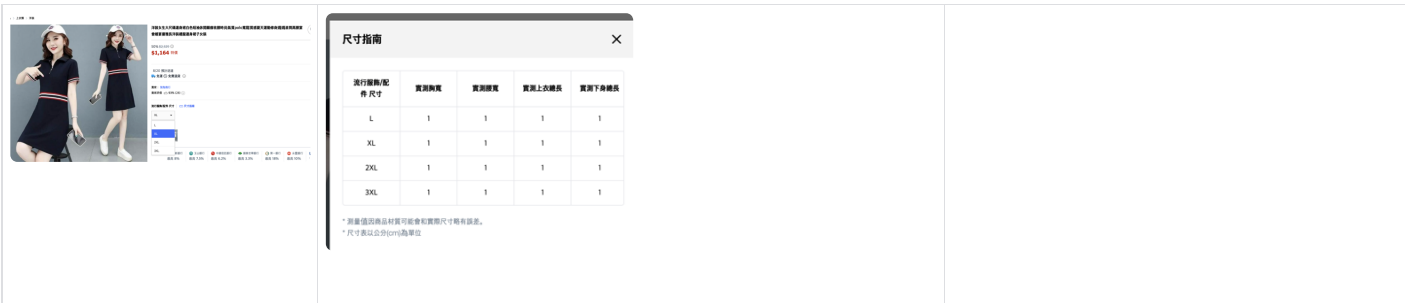
Example of Correct size chart

There are two issues with respect to size chart - size chart showing incorrect values - mostly duplicate values across all variants and size chart not showing at all when its supposed to show.

Example 1 - [product](#) where size chart shows incorrect / duplicate values



Example 2 - [product](#) where size chart shows 1 across all variants



Sizing of the issue:

We tried to identify #Inventories with duplicate Size Attributes, we found that incorrect size chart impact many categories, but most impacted are Fashion apparels and Fashion accessories.

Category	Cate Code	Inventory Count	VI Count	Vendor Count	% VI Contribution
Fashion Accessories	2489	89,370	2,388,990	1,019	89%
Fashion Apparel	2675	11,179	218,465	652	11%

Total	-	100,549	2,607,455	1,671	100%
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We have a total of **100K inventories or 2M VIs** impacted by the issue. If we break down based on upload method, most were uploaded with API and M1 Upload.

Upload Method	Inventory Count	VI Count	Vendor Count	% VI Contribution
API	72,705	2,043,786	125	78%
M1 Upload	18,403	457,961	771	17%
1x1 Upload	9,170	102,499	659	4%
Others	271	3,209	24	0.1%

For latest data and further analysis, please refer to this [sheet](#)

Issue Rootcause:

For API / One by One Upload / Bulk product Creation - Update Template of Coupang:

1. Size charts populate incorrect / duplicate values across all variants-

- Some sellers fill in default values like 1 or 0 or same values across variants **to bypass mandatory checks** on size chart attributes.

Example - for the shoe example above, seller have filled in same values both at product level and variant level

- We have size chart related attributes in both Inventory level (product) and VI level (variants), so sellers by mistake fill in at Inventory level which gets copies across all its variants

2. Size chart not populating:

- Sellers have not filled in the mandatory & exposed attributes that are required
- ed to populate size charts as some of the products were onboarded prior to making attributes mandatory or exposed and sellers have not filled in the required attributes for sizechart.

Solutions for the above root cause

For listings created using API, One by One, and Bulk upload with incorrect values -

Short term solution:

- To clear all the incorrect attribute values that contribute to incorrect size chart.** There are 108k inventories with ~2.8mn VIs that have incorrect values. we need to clear all the incorrect values, so the incorrect size chart doesn't show on the SDP - This is already done [MPL-2090](#)
- Push the listings and put them in Fixed to Boost sales tab in listing screen, with the reason 'Attributes related to size chart are not filled in, please fill in them to increase sales' - *This solution is still in evaluation, as showing the SC attributes in FTB tab will distract users from filling OTA, also updating same values across multiple variants is a pain, so we should find a scalable solution*
- Send notifications in Wing and emails for sellers to fill in size chart values - *this will follow above point.*
 - Notification to have a link that lands in 'Suppressed' tab with the sub section 'Attributes required for sizechart' tab that shows all products that have blank size chart attributes
- Do not show the unexposed attributes** that are used to construct size chart **at the Inventory level (VI)**. Now we make these attributes mandatory at both inventory and variant level in TW and that is causing confusion among sellers and they end up filling in inventory level attribute which gets copied across all its variants level attributes - This is already done [MPL-2094](#)

In Taiwan, we show attributes used to construct size chart (Measured Bottom Total length and Measured waist width) **at both Inventory level and variant level**, some of these are also mandatory and so sellers fill them at inventory level, which gets copied across variants

In KR we allow size chart to be an image and so the size chart related attributes are not shown at all in Inventory level

Size chart attributes shown at Inventory level for Fashion Apparels

Size chart attributes shown at variant level

No size chart attributes at Inventory level

1. Have a **validation for duplicate checks on mandatory / exposed attributes** for populating size charts on API, Bulk upload and One by one all 3 methods, and warn sellers about duplicate values, they can skip for variants with the same colour - This is in-progress [MPL-2095](#)

- For size chart attribute (non exposed & mandatory), there are two parts - labels / dimensions, and there are as many as 4 such dimensions for a label.
 - example for Mens' shirt, label would be the size (part of OTA) and dimensions would be shoulder width, chest width, etc, and size chart is as below -

Sizes (label)	Shoulder width (dimension 1)	Chest width (dimension 2)	Top size (dimension 3)
Size M	100 cms	40 cms	90 cms
size L	110 cms	42 cms	94 cms
size XL	115 cms	44 cms	96 cms
size XXL	118 cms	46 cms	98cms

for shoes, this is label would be US size and other sizes would be dimensions

US size	UK size	EU size	Japan size
7	6.5	40 cms	25 cms
8	7.5	41 cms	26 cms
9	8.5 cms	42.5 cms	27 cms
10	9.5	44 cms	28 cms

In the above examples,

- **if same values are filled for all dimensions** in a variant - for size M (mens shirt), all shoulder width, chest width and top size have same values (say 1) OR
- **Different values across dimensions**, but for **each label combinations of dimension values are duplicates**. ie- for US sizes 7, 8, 9 and 10, all the UK, EU and japan sizes are same.

we will perform Validation checks and prevent users from updating across 1X1, API create and update and Mass update template

API document to update:

Flow of API sellers to create / update products.

1. For creating products, API sellers first call **category masterdata** ([link](#)) and extract category master data, that includes attribute keys and acceptable values -
2. Then use them and its values, for [create product](#) or [update product](#)

There are two types of attributes - **option attributes** which are **mandatory** and **exposed**, and **size chart attributes, which are mandatory and unexposed** (mainly for Fashion apparels, Fashion accessories and Shoes).

we will check for duplicate values for both

- **option attribute values** - example - **size** cannot have duplicates values (say, L) for two variants.
- **size chart attribute values**, example - for two variants, say size L and M sizes, we cannot have duplicate values across dimensions (say, having same shoulder width, chest width and top size values across two variants)

@Winbo Zhou [CXD Technical Support] pls refer to the section - Flow of API sellers and update documentation for API, on category masterdata API and product create / update api

Long term solution 2:

Have an option to upload size chart attributes templates for each of the product subtype or the leaf category, and apply for all the products in the sub-category. This is how sellers (fashion & shoes) currently manage their size chart now. Need to plan for this