

### Sell on Lazada

Indonesia

Malaysia

Philippines

Singapore

Thailand

Vietnam

Strictly Confidential





# About Lazada Marketplace How to Set up Shop





# **About Lazada**

# Marketplace

# How to Set Up Shop

### Lazada group Dominates South East Asia e-commerce





#### **3 Key Services**

Sales to 600M+ potential customer
 base: opening up a market of 600M
 customers to all of our sellers, not limited by
 any current geographical presence

• E-commerce and PR consulting: helping sellers to establish/grow their name in new channels and markets

• Infrastructure: offering payment solutions, delivery options and more

#### Our Investors.....



# Lazada is building an end-to-end ecosystem that will drive synergies ...

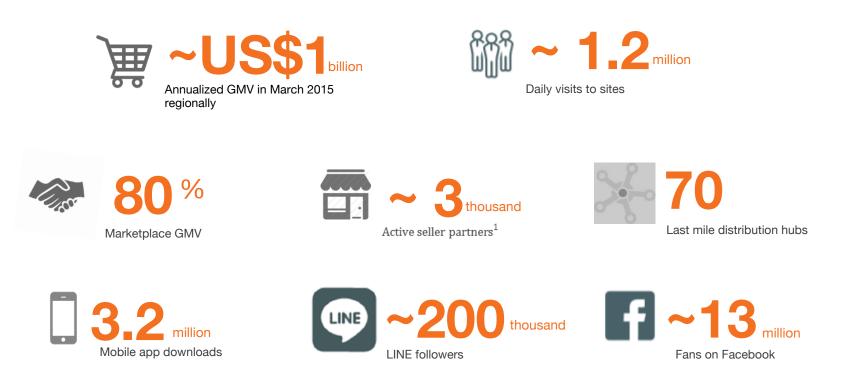


LAZ	ADA ECOSYSTE	Μ		
	Model	Venture	Launch	Benefits
Discover & convert	Retail	LAZADA	H1 2012	<ul> <li>Control supply chain</li> <li>Build strong customer satisfaction, reputation and trust</li> </ul>
	Marketplace	LAZADA	H1 2013	<ul><li>Expand assortment</li><li>Reduce inventory risk</li><li>Improve economics</li></ul>
Transact & fulfill	Payment	🔄 helloPay	2015 / 2016	<ul> <li>Offer customers trustworthy and reliable payment options</li> <li>Reduce costs for sellers</li> </ul>
	Fulfillment	Fulfillment	H1 2014	<ul> <li>Provide access, speed, reliability and trust in delivery of products</li> <li>Drive operational efficiency</li> </ul>

# ...which has enabled us to achieve significant traction and scale to-date



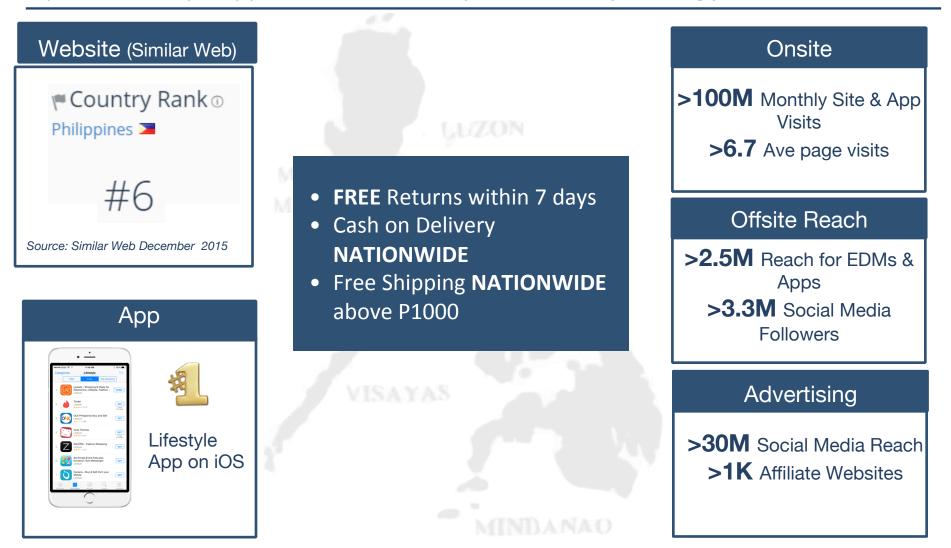
#### LAZADA BY THE NUMBERS



# Lazada PH is #1 online mall in PH

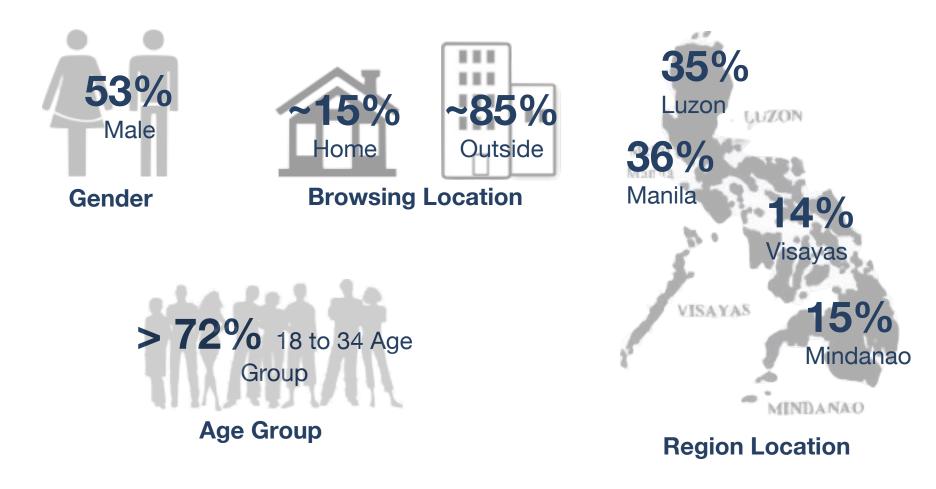
Lazada PH aims to provide Filipinos a convenient, worry – free online shopping experience with quality products at affordable prices via **3 unique selling points.** 





## Lazada PH Customer Profile

Customer base is predominantly in Luz although growing popularity in Vis & Min. Mostly **males** between **18-34yrs old**.



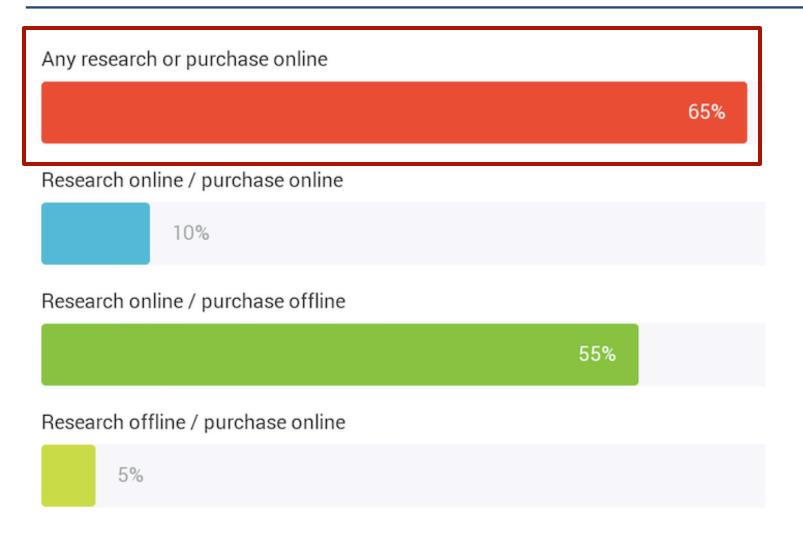
Source: Lazada Analytics December 2015

Effortless Shopping

## How do Filipinos arrive at their purchase?



#### ~ 7 out of 10 Research Online before making a purchase



## Which Channels do people use online?



1 out 5 Filipinos who research online go to Retailer Websites

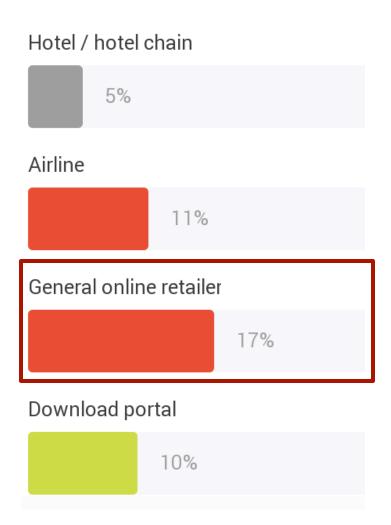
#### Online research: on brand websites

	28%				
Online research: on retailer websites					
	21%				
Search engine					
		60%			
Social networks					
	25%				
Online video sites					
179	%				

## Where do Filipinos buy online? 17%



purchase from general online retailers like Lazada.







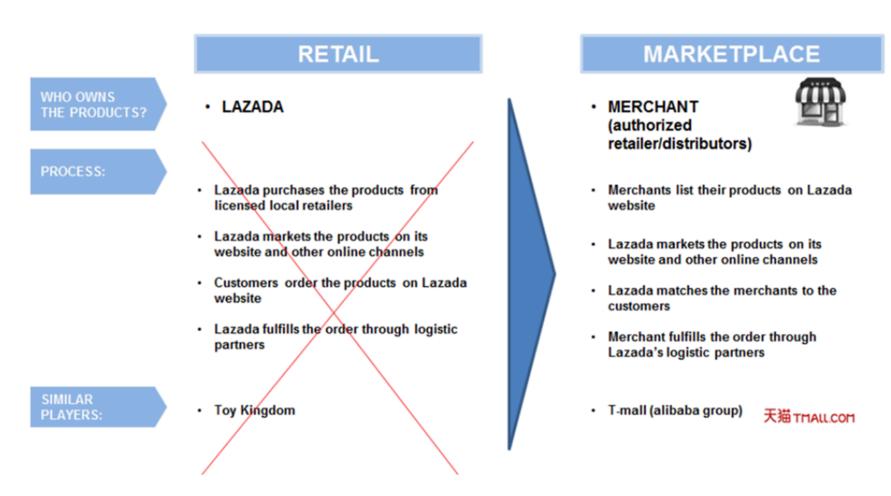
# **About Lazada**

# Marketplace

# How to Set up Shop

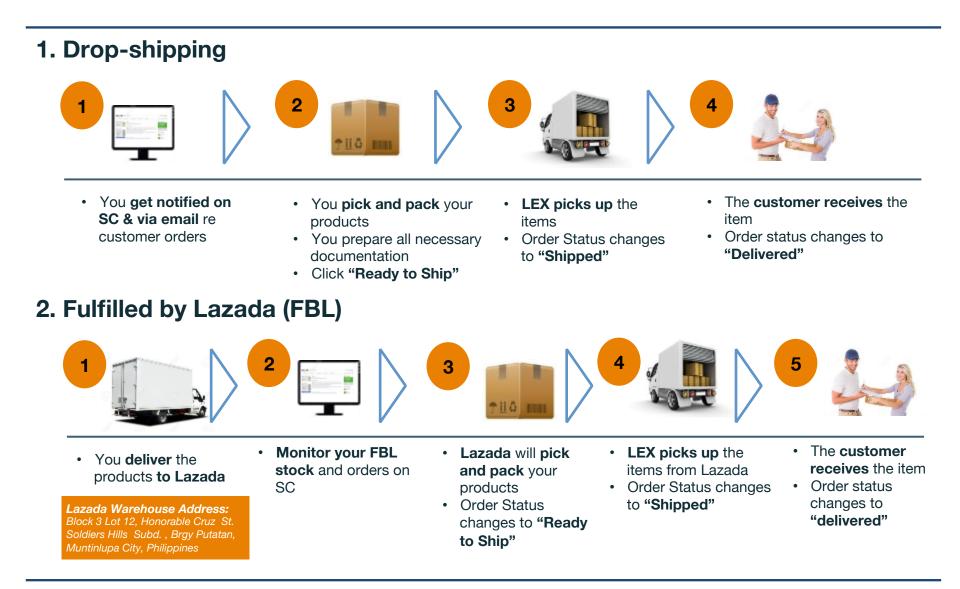
## Lazada has moved from a Online Retail to a Marketplace model





# What are the Fulfillment Methods?





# Why list on LZD Marketplace?





#### Control over your own Brand/ Store exposure

You have your own Brand/ Store in the biggest ONLINE Mall in PH. You decide yourself on assortment and design



#### Control over pricing and stock allocation

You can adjust and optimize pricing and stock allocations at all time in seller center



#### Minimal Risk

Minimal need for upfront capital expenditures.



#### Hassle Free

Lazada will provide you with payment, logistics, fulfillment, technology, and customer services.



#### **Profit from our Marketing Expertise**

Sell more with Lazada's analytics support. We help you manage campaigns, newsletters & your shop.



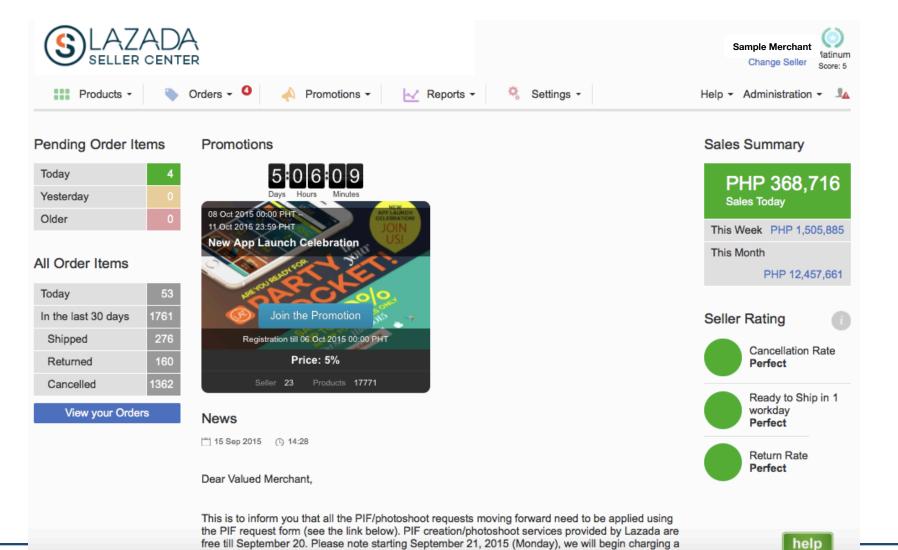
#### **Dedicated Support**

Grow your online business with the help of a dedicated Key Account Manager, as well as from our Partner Support Center.

# How do I manage my Shop?

Seller Center Is a Web based portal for Merchants





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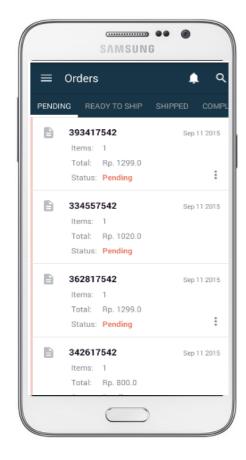
# How do I manage my Shop?

#### Seller Center Is also available on Android



SAMSUNG
USCA.
Lazada Seller Center
μ
Monitor your revenue and performance
Get instant alerts for new orders
%
Manage stock and pricing of your products
SIGN UP
LOGIN

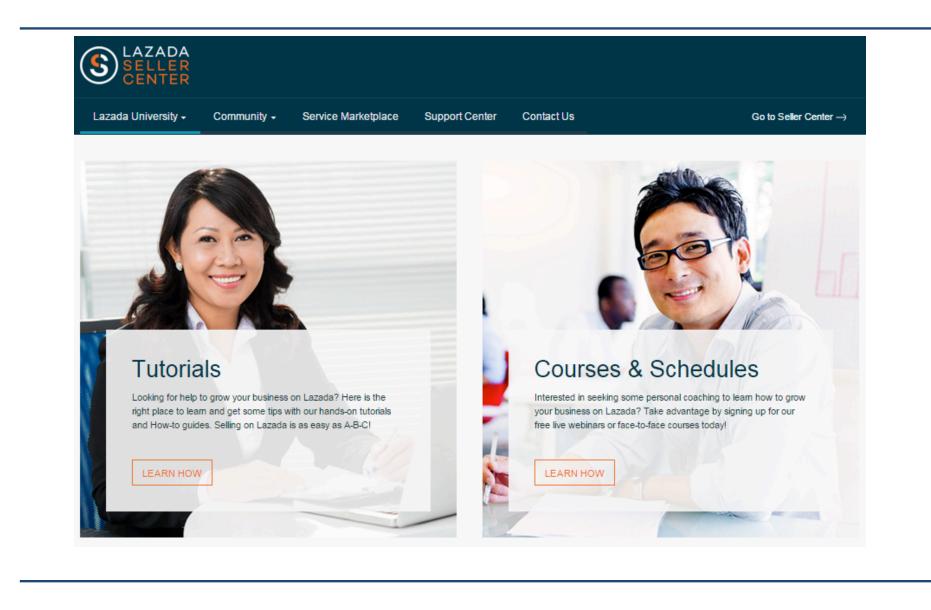
	SUNG					
$\equiv$ Dashboard						
Pending Orders						
14 Pending Orders	58421.24 Amount for perioding orders (Rp.)					
Orders Today	TODAY					
<b>91</b> Orders	147118.00 Total Sales (Rp.)					
Sales	LAST 7 DAYS					
<b>954359.00</b> Total Sales (Rp.)						



Note: Currently Available on Android

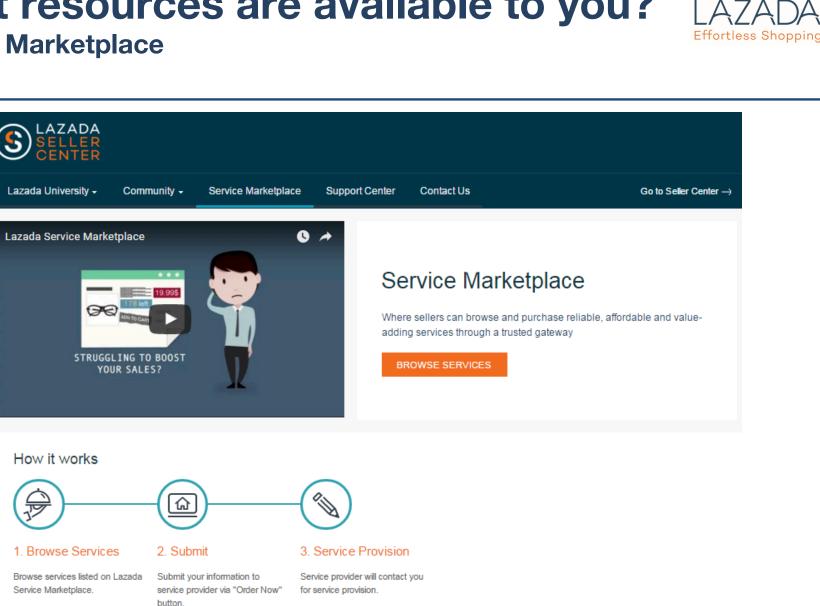
### What resources are available to you? Seller Hub



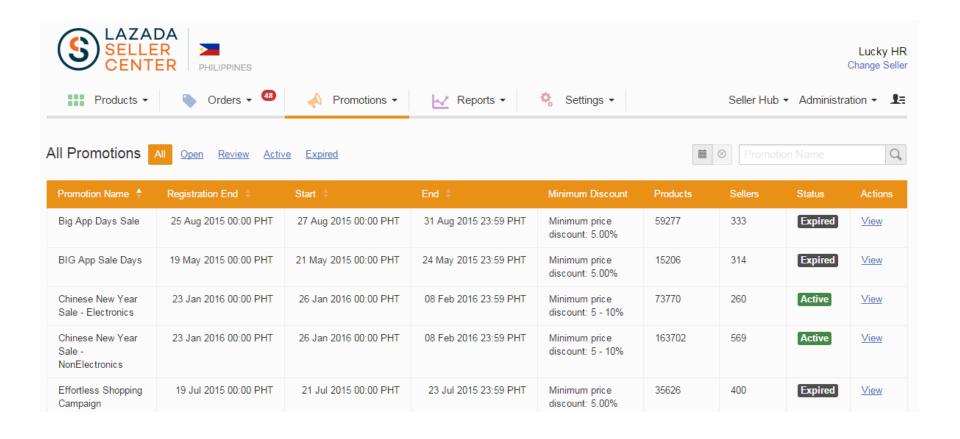


### What resources are available to you?





### What resources are available to you? Promotions Tool



Effortless Shopping

## What are the Fees involved?





Selling Fee*		Add'l Charges**		
2-10%		1.70%		
DIM Weight		g Fee*** hipping)	Shipping Fee*** (Fulfilled by Lazada)	
<1kg/small pouch	P7	75	P90	
Per kg 2kg - 5kg	P25	/kg	P25/kg	
Per Kg 6 -10kg	P20/kg		P20/kg	
Per Kg 11 -29kg P10,		/kg	P20/kg	
>30kg	>30kg P500		P695 flat	

\* calculated as % of customer paid price. Inclusive of 12% VAT

\*\* calculated as % of customer paid price. Inclusive of 12% VAT

\*\*\* calculated per package shipped. Exclusive of 12% VAT. Subject to revision.

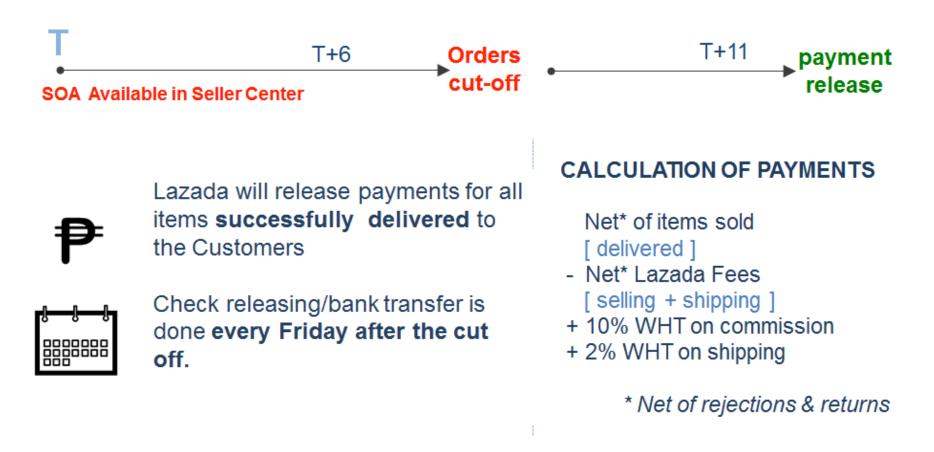
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# When do I get paid?

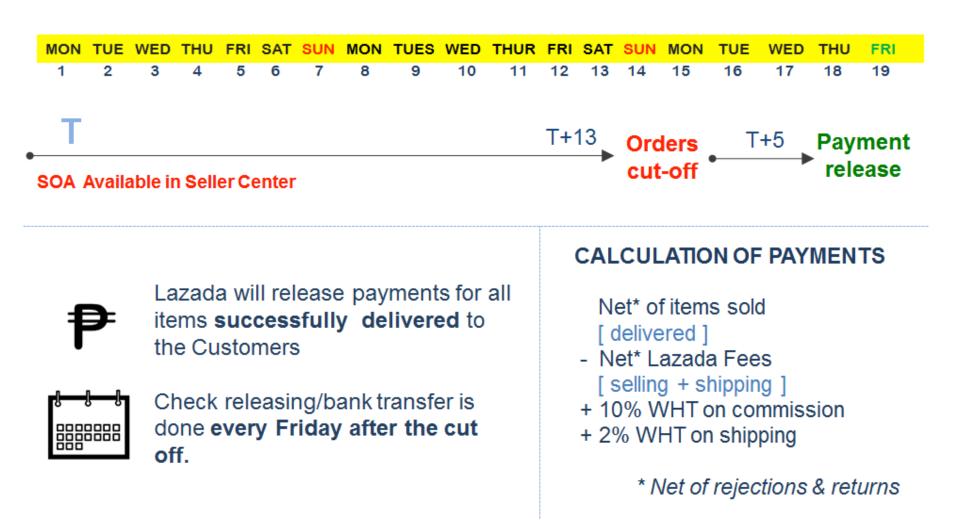
**For Metro Manila Merchants** 



#### MON TUES WED THUR FRI SAT SUN MON TUES WED THUR FRI







# Where do I view my receivables?

#### **On Seller Center click on Reports** → **Account Statements**

) PH102FT Date Range	09 Feb 2015 - 15 Feb 2	*
Opening Balance		0.00 PHF
Item Revenue		283,393.00 PHF
Other Revenue (Total)		99.00 PHF
Shipping Fee Credit		99.00 PHF
Fees (Total)		-14,994.79 PHF
Shipping Fee		-9,302.41 PHF
Commission		-5,692.38 PHF
Subtotal		268,497.21 PHF
Refunds		0.00 PHF
Fees on Refunds (Total)		0.00 PHF
Subtotal		268,497.21 PHF
Closing Balance		268,497.21 PHF
Guarantee Deposit		0.00 PHF
Payout		268,497.21 PHF

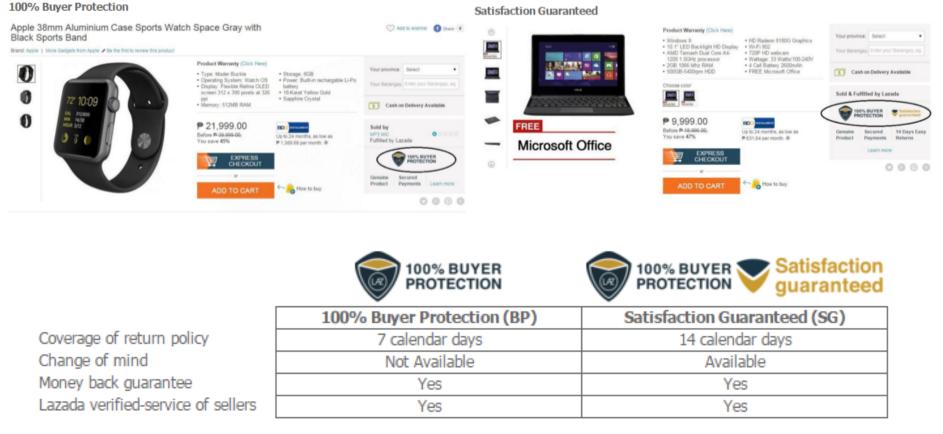
Se

Seller ID Address Reconciliation Period	<b>PH101PX</b> 4-6 Cristina Drive, Villa Teresa Subd., Brgy. Cutcut, 01 Dec 2014 - 07 Dec 2014		
	Orenian Balance		
	Opening Balance -		
	# of Items delivered		
Revenue	Sales revenue (GMV) credited		
	# of Items with other revenue		
	Other revenue (shipping etc) credited		
- Returns	# of Items returned		
	Revenue (GMV) debited		
Total Net Revenue			
	Comission on sales revenue		
Net Commission	-Comission on returns		
Net Commission	Net commission		
	+12% VAT		
	# of Items with shipping charge		
Shipping Charge	Total shipping charge		
	+12% VAT		
	# of Items with other charges		
Other Charges	Other fee (Cancellation penalties etc.)		
	+12% VAT		
Total Net Charges			
Total Due to seller			
WC 515	WHT (10%) Commission		
<u>WC 120</u>	WHT (2%) Shipping Fee		
<u>WC 120</u>	WHT (2%) Other Fee		
Net Due to Seller			

Effortless Shopping

# What is Lazada's Return Policy





Depending on the applied Return policy, you may return your item to us within 7 or 14 calendar days. Countdown starts from the date you received the item to the post stamp date on the return parcel.

## What is Lazada's Return Policy



#### For which reason can I return an item?

You may want to return your item due to any of the following reasons:

#### x : Not Required | √: Required

	YOUR RETURN MUST BE :					
Reasons for return	New condition	Sealed condition	Complete (free gifts, accessories, original packaging)	Not damaged	Tags & labels attached	
Damaged	X	Х	$\checkmark$	Х	$\checkmark$	
Defective	X	Х	$\checkmark$	$\checkmark$	$\checkmark$	
Does not fit (for fashion items) *NOT APPLICABLE for International products	~	х	~	~	$\checkmark$	
Not as advertised	$\checkmark$	Х	$\checkmark$	$\checkmark$	$\checkmark$	
Wrong item delivered	~	√ Product seal should not be broken EXCEPT for item type that cannot be differentiated visually based on information provided on box / packaging only	$\checkmark$	~	~	
Missing parts / items	√	Х	X	$\checkmark$	√	
Change of mind* *Only applies for Satisfaction Guaranteed	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	~	

## Who can assist us for our questions?



**Partner Support Center** 

For questions, please reach out to us any time at <u>partnersupport@lazada.com.ph</u> and we'll be more than happy to help you.

You may also call us at <u>(02) 754 1220</u> Operation Hours: Mondays to Fridays 9:00 am – 6:00 pm excluding weekends & Public Holidays



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# What do Merchants say about their experience with Lazada?







# What do Merchants say about their experience with Lazada?









https://www.youtube.com/watch?v=okmkSkPg2Dc

https://www.youtube.com/watch?v=7b4Kvqgr4ZE

# What do Merchants say about FBL (Fulfilled by Lazada)?





"We know that Lazada has a good marketing strategy. Orders are coming and many more will come. It is good to know that they take care of the fulfillment of our orders".

Edward Anthony Pineda - General & Operations Manager - Lucky HR

"We used to work from early morning till very late 7 days a week. With FBL, this has changed significantly: we just need to have our stocks ready and Lazada takes care of the rest. With FBL, I enjoy the weekend with my kids".

Arman Paez - Founder - Keimav

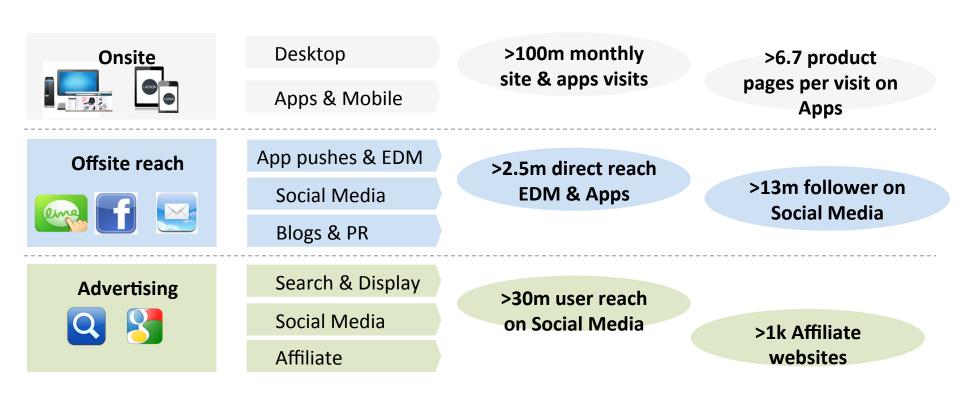






# About Lazada Marketplace How to Set up Shop





### **3 PILLARS** to boost **Your Brand** to the next level with Lazada





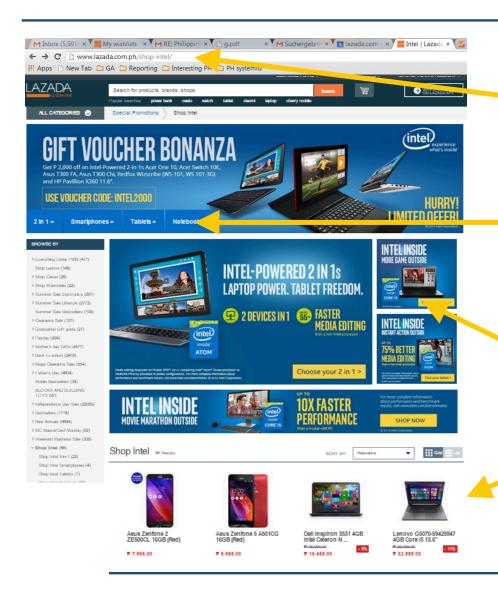
- products, your graphics, you decide
- Personalized URL e.g. Lazda.com.ph/ yourbrand can be used for offline marketing as well

- we are #1 in this field
- Profit from the **best** rates in the industry at cost – we do not make money with marketing in fact we will invest ourselves as well

- months we invest millions to get seen by millions of customers
- Get exposure in our mega campaigns - all we need from you is a crazy deal

# Easiest way to push products on Lazada is a Shop in Shop (SiS)





#### **Custom URL**

Every SiS has its own URL e.g. <u>www.lazada.com.ph/yourbrand</u> can be used for offline and online market by the brand independently

#### **Custom navigation**

Brands can add a customized navigation pane to browse their products

#### **Custom onsite banners**

Lazada Graphics team can assist to create monthly thematic graphics for SiS

#### **Custom product selection**

Brand selects which products should be featured in SiS and can therefore direct customer attention

# We will push **customized online marketing** programme

We will leverage all our channels... Onsite Desktop Your Brandeal Here Apps & Mobile **Offsite reach** App pushes & EDM Social Media Your Brand Here Blogs & PR **Advertising** Search & Display Sared Section Decided FLASH <del>' </del>SALE Social Media Affiliate

#### ... to generate the attention you need

#### At cost online marketing at best rates

We leverage our market position to get you online marketing at the best prices. We don't make money actually we invest ourselves!

Classic Purchase Funnel



## As opposed to offline marketing this traffic actually converts directly into sales

People that click on the **[brand]** ads, newsletters, banners etc. will be able to purchase their **[brand]** product right away and get it conveniently delivered in the next days – Cash on deliver, nationwide!

# Marketing **Packages**

Lazada offers 3 different type of marketing packages

	Shop-in-Shop	Silver	ೂ Gold	Platinum	
Shop-in-Shop	Shop-in-Shop 🛛 🛧 🛧 🛧		$\star\star\star$	$\star\star\star$	
<b>Onsite</b> Banner	_	**	$\star\star\star$	$\star\star\star$	
Offsite reach Pushes & PR	-	*	**	$\star\star\star$	
Advertising Paid campaigns	_	_	*	$\star\star\star$	
Approx. Impressions	TBD	20,000,000	40,000,000	60,000,000	
Price/month	P50,000	P100,000	P250,000	P500,000	
Direct impression to your SiS, in addition to our own push (lazada campaign, daily push)					



#### **Example of Marketing Pushes**

2



÷ =

Jeff Ocampo commenter on Regine Mercado's pos

Casey Yu likes Vivid Creative Art Studio.

Kevin Lin

Mark Lao Tristel Lim

Ells Chua Peter Villaro Paul Jerome

Marwin Lim Ma

Wiam Tan

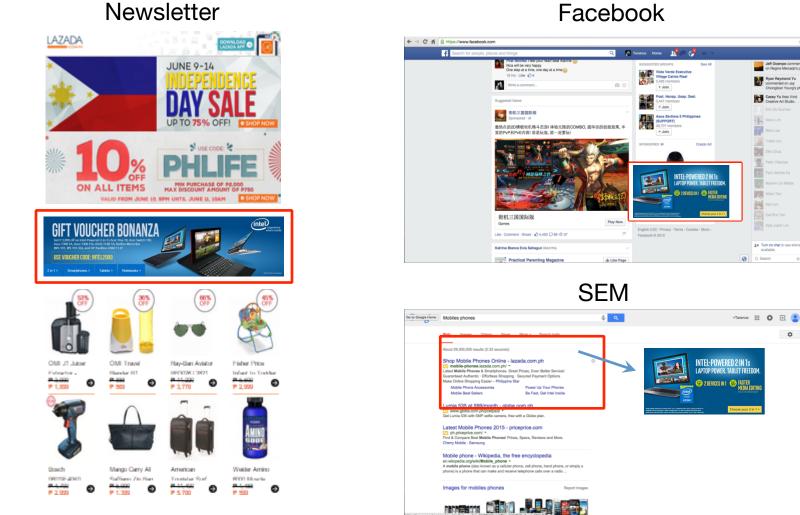
Karl Lim

Kyle Justin Lim

1. Turn on chat to see who's

\$

-

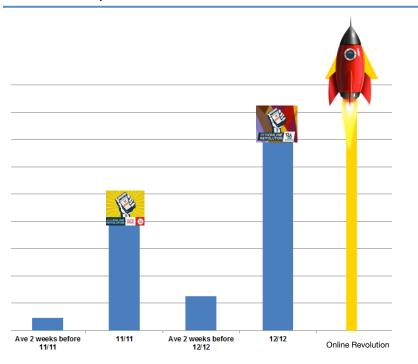


#### Facebook

<sup>3</sup>Our **mega campaigns** generate big buzz in the market – Join us and profit from the attention



The next big campaign is just around the corner, **Online Revolution** (Nov, 11, 2015)



The formula to get exposure in a campaign is easy:



You provide the best possible deal to us

**TEAM** 

SUCCESS

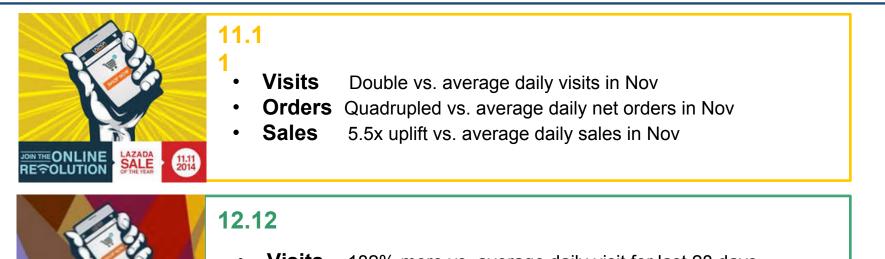
LAZADA



If your deal is the best available we will direct massive traffic to it\*\

### **2014 Online Revolution Achievements**





- Visits 182% more vs. average daily visit for last 28 days
- Orders Double vs. 11.11 and 365% increase vs 2 weeks before
- Sales 2x uplift vs. 11.11 and 549% vs 2 weeks before



JOIN THE ONLIN

3

5000 ASUS Zenpower sold in <u>1 Hour</u>!

#### **FLASH SALE HIGHLIGHTS**



2000 Alcatel Flash Plus sold in <u>5 minutes</u>!



150 Coocaa 40" TVs sold in <u>30 minutes</u>!



100+ XiX mountain bikes in <u>60 minutes</u>!





# About Lazada Marketplace Marketing Case Study How to set up Shop



### Case Study Slique

#### Launch Highlights

- Launched last Nov 15 to Dec 15
- Local brand for Kitchen and Dining, also supplying to other offline stores
- Page views increased by 290%





#### Nescafe Red Mug Machines Co-partnership and Online Bundles launched for Online Revolution

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### Case Study Nestle

**NESCAFE Red Mug Machine** with FREE Transparent Glass NESCAFE Classic and NESTLE Coffee-Mate were **launched in Online Revolution last 11/11 and** offered again on **12/10/15.** 

**Online marketing pushes** were done by Lazada to boost product awareness prior to launch -Teaser Page, Shop-in-Shop, EDM, Facebook Pushes and Mouseover highlights

#### Sales Result:

- 11.11.15 Initial stocks of 100 units.
  Sold out in 7 hours only (7:33am).
- 12.10.15 Restock for **380 units**.
- Sold out in 18 hours only (6:18pm)

### Marketing activities aimed at increasing awareness





### Case Study Western Marketing

Party Appliances (1)





- Western Marketing Business grew by over 300% from February 2015 to March 2015
- Banners on SiS focused on Summer Appliances
- Consistency of LOOK & FEEL of their SiS and western.com.ph
- Lazada SiS page for New customers while western.com.ph focused on Loyal Customers

### Case Study Xiaomi



#### Launch Highlights

- Xiaomi's Mi3 launched in Philippines through Lazada in June 2014
- First Asian launch not on Xiaomi website
- Lazada's ability to offer cash on delivery payment a big draw for Xiaomi in the Philippines
- All stock cleared within minutes after launch
- Huge Social Media hype on Xiaomi and Lazada Launch campaign













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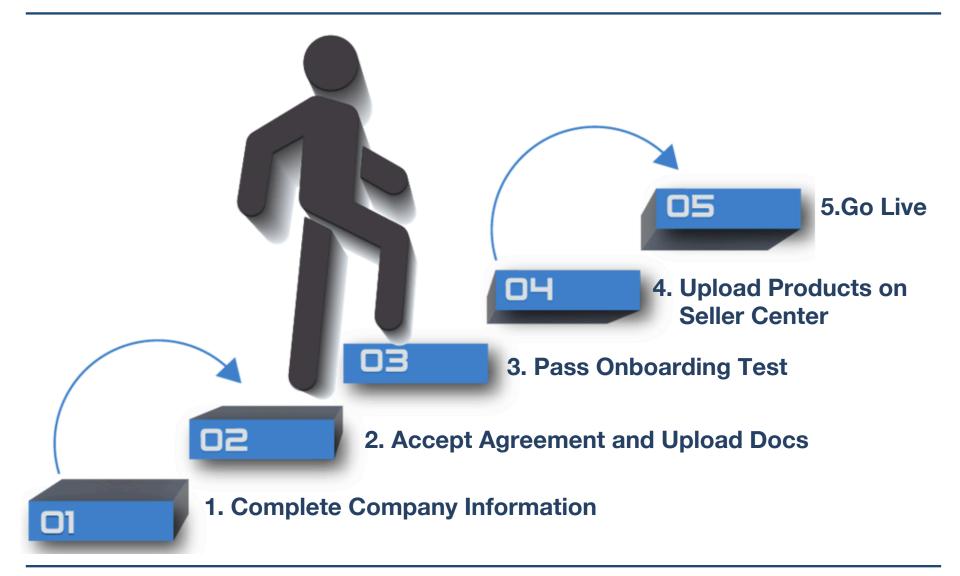




http://tinyurl.com/dti-pttc

### Setting up Store on Lazada sign up link: http://tinyurl.com/dti-pttc





### What are the Documents Required?

#### To be a Seller on Lazada



3. Business Permit

#### 1. COR (Form 2303)

MR No. 2303	REPUBLIC ON PLAN KARANUM AND TANAN KARANUM PLAN KARANUM PLAN REVENUE DISTRICT N	ILAM TURNAS 3007 0838
Revised July 1997		OC88C0000647139
	CERTIFICATE OF REGIST	RATION APR 11 70 Completed Requirements:
nn	INAME	REGISTRATION DATE
008-686-048-0	00	04/11/2014
REGISTERED ADORESS	1408 THE ONE EXECUTIVE OFFIC WEST AVE., NAYONG MANLURAN QUELON CITY	E BLDG,
REGISTERED ACTIVITY(I	(5)	
TAX TYPE		
INCOME TAX VALUE - ADDED WITHMOLDING	PEGISTPAT TAX WITHROLDI TAX - EXPANDED/OTH	ION FEE- NG TAX - COMPENSATION
TRADE NAME	I LINE OF	BUSINESS / INCUSTRY
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4121363	NDECATED ABOVE UNDER THE REVENUE CODE AS OFFICIED	AHOVE NAMED PLESON IS RECEIVEND AN PROVINCING OF THE NATIONAL INTERNAL TOLENTIBO APP 11 201
		CREPCOL (Apparent our printed name)

#### 2.SEC/DTI Permit



### What are the Documents Required?

#### To be able to Collect from Lazada



#### **1. Collection Receipt**

Sample Only	JUAN DELA CRUZ Proprietor 426 Dilman, Quezon City Reg. TIN: 305-410-465-0000	"Annex C.5"		
	COLLECTION RECEIPT	DATE		
and address at	with TIN pesos	engaged in the business , the sum of		
	By: Cashie	r/Authorized Representative		
10 <u>Bkits</u> (3x) 1001-1500 BIR Authority to Print No. <u>3AI</u> Date Issued : <u>07-30-13: Valid</u> JDC PRINTING SERVICES, <u>Bgy</u> . 123, Quezon City Tilk: 123-456-789-0000	d until 07-29-2018 Date Issu	Accreditation No. <u>P08051200</u> ed: <u>08-01-12</u>		
	DOCUMENT IS NOT VALID FOR CLAIM OF INPUT	No. 1001		
	ECEIPT SHALL BE VALID FOR FIVE (5) YEARS FRO			

2. Form 2307

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# Reasons your account is not Live on Lazada



- **1.** Your warehouse is out of the coverage area of Lazada Express
- 2. You have incomplete Business Documents.
- 3. You have not Accepted the merchant agreement.
- 4. You have not passed the On Boarding Test (Min 80% Score)
- 5. The SKUs you have uploaded have not met our min # of SKUs (5)
- 6. You have not verified your Seller Center Account.



### Thank You

Indonesia

Malaysia

Philippines

Singapore

Thailand

Vietnam

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