



Lazada Global Shipping Solution Crossborder Logistics Solution pack

Dispatching from Hong Kong

2017. 7. 4



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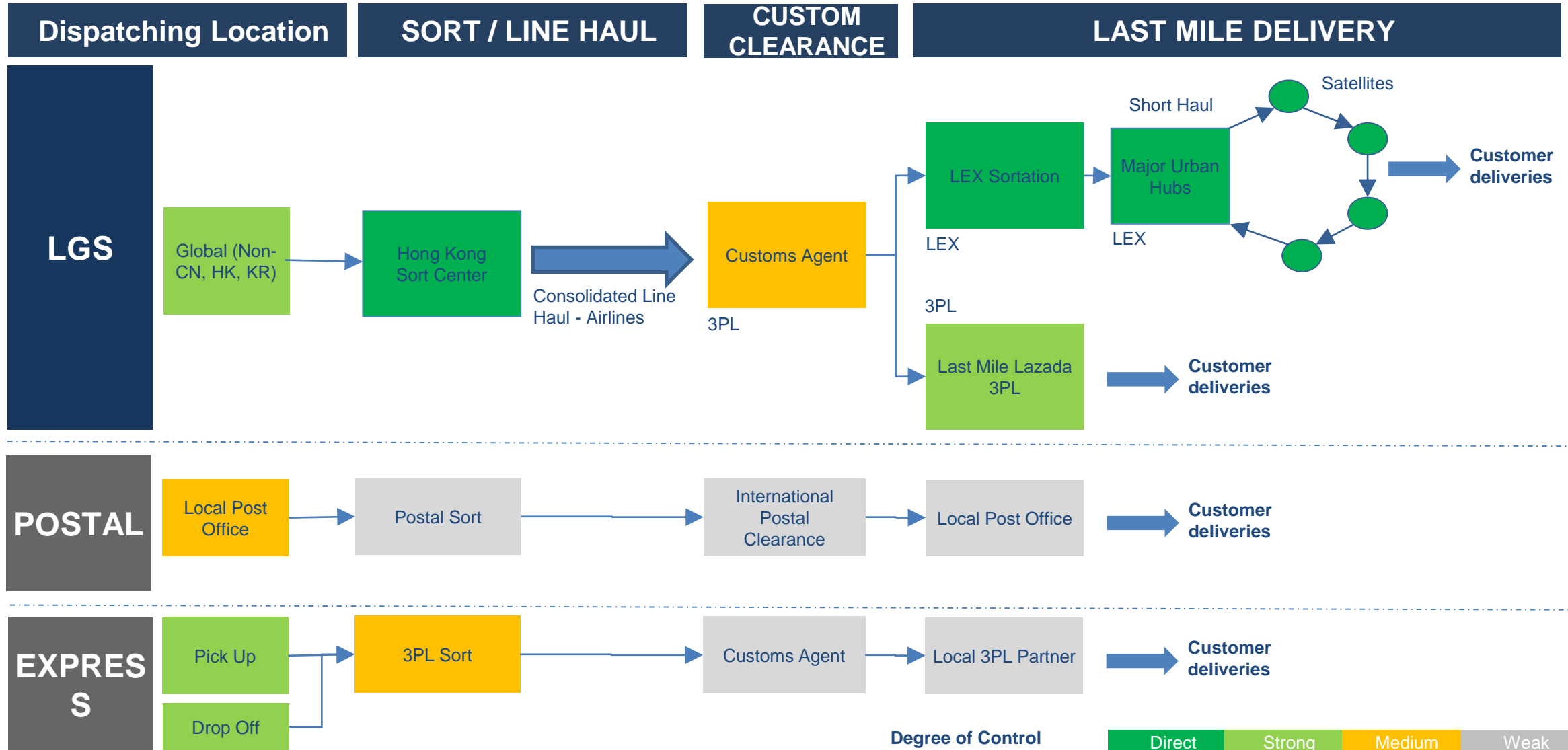
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LGS Overview

End-to-end fast and fully controlled shipping solution



Direct Impact on Performances

Higher sales with lower cancellation rate boost your bottom line

The benefits of using “Lazada Global Solution” (LGS) and...

1

Significant improvement on **LEAD TIME** with daily injection in Southeast Asia

2

Competitive rate cards through **CONSOLIDATION** and **LOCAL FULFILLMENT VOLUMES**

3

IMPROVED CONTROL by managing hand over and volume allocation through in house managed sorting facilities at origin and destination

4

MODULAR APPROACH enabling more **FLEXIBLE** and **SCALABLE** management of partners to handle peaks and valleys



...direct impact on your sales

6

Less cancelations & lost parcels

- Higher % of success delivery
- Lower % of cancelled / non delivered items

7


Increased sales

- Shorter lead time lead to higher customer satisfaction level (NPS) and better shop ratings
- Customers sort by delivery time and are more likely to find your products with shorter delivery times
- LGS seller are eligible for special sales opportunities, e.g. flashsales

1. Scope of Service & Pricing

Solution Overview



Name of Service	LGS SG 	LGS MY 	LGS ID 	LGS TH 	LGS PH 
Lead Time / SLA	Express: 6-7 days	Major cities: 6-7 days Other areas : Addl. 1-3 days	Major cities: 6-7 days Other areas : Addl. 3-4 days	Major cities: 7-8 days Other areas : Addl. 1-4 days	Major cities: 7-8 days Other areas: Addl. 1-4 days
Delivery Type					
Value Limitation	No limitation 	No limitation 	No limitation 	No limitation 	No limitation 
Weight Limitation (volumetric weight 1:6000)	<= 20kg	<= 20kg	<= 20kg	<= 20kg	<= 20kg
Dimension Limitation	<ul style="list-style-type: none"> Below 1 kg : 240mm x 162mm x 240mm 1kg or above : Max length 1.5m; L + W + H must not exceed 3m 	90cm x 90cm x 90cm	90cm x 90cm x 90cm	L+W+H <= 120cm	90cm x 90cm x 90cm
General Restriction of Commodities*	Alcohol, weapons, stand-alone battery, powerbank ,pharmaceutical products and tobacco products are strictly prohibited	Alcohol, weapons, stand-alone battery, powerbank ,pharmaceutical products and tobacco products are strictly prohibited	Mobiles, tablets, alcohol, weapons, stand-alone battery, powerbank ,pharmaceutical products and tobacco products are strictly prohibited	Alcohol, weapons, stand-alone battery, powerbank pharmaceutical products and tobacco products are strictly prohibited	Alcohol, weapons, stand-alone battery, power-bank, Pharmaceutical products and tobacco products are strictly prohibited
Tax & Duty	(1) < SGD 400, 100% guaranteed (2) >= SGD 400, subject to local regulation	(1) < MYR 500, 100% guaranteed (2) >= MYR 500, subject to local regulation	(1) < IDR 4,100,000, 100% Guarantee (2) >= IDR 4,100,000, 15% of declared value	100% Guarantee	100% Guarantee

1.1 Scope of Service & Pricing

Singapore



Name of Service	LGS SG	
Origin and Destination	HK to SG	
Lead Time / SLA (working days)	6-7 days	
Tax and Duty Guaranteed*	(1) SGD < 400, 100% guaranteed	
	(2) SGD >= 400, subject to local tax and duty regulation	
Declared Value Limitation	No limitation	
Weight Limitation	<=20kg (volumetric weight 1:6000)	
Dimension limitation	Below 1 kg: 240mm x 162mm x 240mm 1kg or above :Max length 1.5m; L + W + H must not exceed 3m	
Commodities - YES	(1) General goods	e.g. watches, phone case, apparels, fashion accessories, mobile and tablets, etc.
	(2) Electronic goods	
	(3) Perfume - limited to 200ml per shipment	
Commodities - NO	(1) Prohibited goods by regulations	e.g. cigarette, wine, medicine, drug etc.
	(2) Stand-alone battery and power bank	
Free Return?	(1) Failed delivery: send back to Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. (2) Customer Returns: if item price > = USD10 - Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. If item price < USD10 - dispose by local	
Loss and Damage Guarantee?	max. USD100 per package	

*Rate is calculated based on actual weight or volumetric weight, whichever is higher

*Rate card may cover all tax and duty but subject to change and seller may be responsible for further taxes

1.2 Scope of Service & Pricing

Malaysia



Name of Service	LGS MY	
Origin and Destination	HK to MY	
Lead Time / SLA (working days)	Major cities: 6-7 days; Other areas : Addl. 1-3 days	
Tax and Duty Guaranteed*	(1) MYR < 500, 100% guaranteed (2) MYR >= 500, subject to local regulation	
Declared Value Limitation	No limitation	
Weight Limitation	<=20kg (volumetric weight 1:6000)	
Dimension limitation	90cm x 90cm x 90cm	
Commodities - YES	(1) General goods (2) Electronic goods (3) Cosmetics goods	e.g. watches,, phone case, perfume (< 200ml per pkg), apparels, fashion accessories, mobile and tablets etc.
Commodities - NO	(1) Prohibited goods by regulations (2) Stand-alone battery and powerbank	e.g. cigarette, wine, medicine etc.
Free Return?	(1) Failed delivery: send back to Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. (2) Customer Returns: if item price > = USD10 - Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. If item price < USD10 - dispose by local	
Loss and Damage Guarantee?	Maximum at USD 100 per package	

*Rate is calculated based on actual weight or volumetric weight, whichever is higher

*Rate card may cover all tax and duty but subject to change and seller may be responsible for further taxes

1.3 Scope of Service & Pricing

Indonesia



Name of Service	LGS ID	
Origin and Destination	HK to ID	
Lead Time / SLA (working days)	Major cities: 6-7 days; Other areas : Addl. 3-4 days	
Tax and Duty Guaranteed*	(1) < IRD 4,100,000, 100% Guarantee (2) >= IRD 4,100,00, 15% of declared value	
Declared Value Limitation	No limitation	
Weight Limitation	<=20kg (volumetric weight 1:6000)	
Dimension limitation	90cm x 90cm x 90cm	
Commodities - YES	(1) General goods (2) Electronic goods except mobiles and tablets (3) Perfume - limited to 200ml per shipment	e.g. watches,, phone case, apparels, fashion accessories, laptop, DSLR etc.
Commodities - NO	(1) Prohibited goods by regulations (2) Stand-alone battery and powerbank	e.g. mobile and tablets, cigarette, wine, medicine etc.
Free Return?	(1) Failed delivery: send back to Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. (2) Customer Returns: if item price > = USD10 - Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. If item price < USD10 - dispose by local	
Loss and Damage Guarantee?	Maximum at USD 100 per package	

*Rate is calculated based on actual weight or volumetric weight, whichever is higher

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1.4 Scope of Service & Pricing

Thailand



Name of Service	LGS TH	
Origin and Destination	HK to TH	
Lead Time / SLA (working days)	Major cities: 7-8 days; Other areas : Addl. 1-4 days	
Tax and Duty Guaranteed*	Guaranteed	
Declared Value Limitation	No limitation	
Weight Limitation	<=20kg (volumetric weight 1:6000)	
Dimension limitation	L+W+H <= 120cm	
Commodities - YES	(1) General goods (2) Electronic goods (3) Cosmetics goods	e.g. watches, mobiles and tablets, phone case, perfume, apparels, fashion accessories, laptop, mobile and tablets, DSLR, etc.
Commodities - NO	(1) Prohibited goods by regulations (2) Stand-alone battery and powerbank	e.g. cigarette, wine, medicine etc.
Free Return?	(1) Failed delivery: send back to Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. (2) Customer Returns: if item price > = USD10 - Hong Kong warehouse free of charge; seller need to select the items and pick up on their own. If item price < USD10 - dispose by local	
Loss and Damage Guarantee?	Maximum at USD 100 per package	

*Rate is calculated based on actual weight or volumetric weight, whichever is higher

*Rate card may cover all tax and duty but subject to change and seller may be responsible for further taxes

1.5 Scope of Service & Pricing

Philippines



Name of Service	LGS PH	
Origin and Destination	HK to PH	
Lead Time/ SLA (Working Days)	Major Cities: 7-8 days; Other areas: Addl. 1-4 days	
Tax and Duty Guaranteed*	Guaranteed	
Declared Value Limitation	No Limitation	
Weight Limitation	<=20kg (volumetric weight 1:6000)	
Dimension Limitation	90 cm x 90 cm x 90 cm	
Commodities – YES	(1) General Goods (2) <ul style="list-style-type: none"> Electronic Appliances Audio Equipment Cameras and Camcorders Motor Automotive parts 	(1) General Goods like Phone Case, Apparels, Fashion Accessories etc. (2) <ul style="list-style-type: none"> Laptops, Mobile & Tablets, Smart Watch, Communication Devices etc. Wired/ Wireless/ Bluetooth Speakers, CD/ DVD/ Blu ray/ MP3 Players, Wired/ Wireless/Bluetooth Earphones etc. DSLR, Camcorder, Security Camera, Instant, Drones etc. Automotive Parts, Wheels, Tires, Electronic Parts, Seat Covers, Car Covers etc. Lithium Batteries Watch
Commodities - NO	(1) Prohibited goods by regulations (2) Perfume or items with alcohol content (3) Stand-alone battery and power-bank	e.g. Cigarette, Wine, Medicine etc.
Free Return?	(1) Free Returns upon failed delivery up to Lazada Sortation Centre (2) Customer Returns that were previously delivered will require additional fees	
Loss and Damage Gaurantee?	Maximum at USD 100 per package	

*Rate is calculated based on actual weight or volumetric weight, whichever is higher

*Rate card may cover all tax and duty but subject to change and seller may be responsible for further taxes



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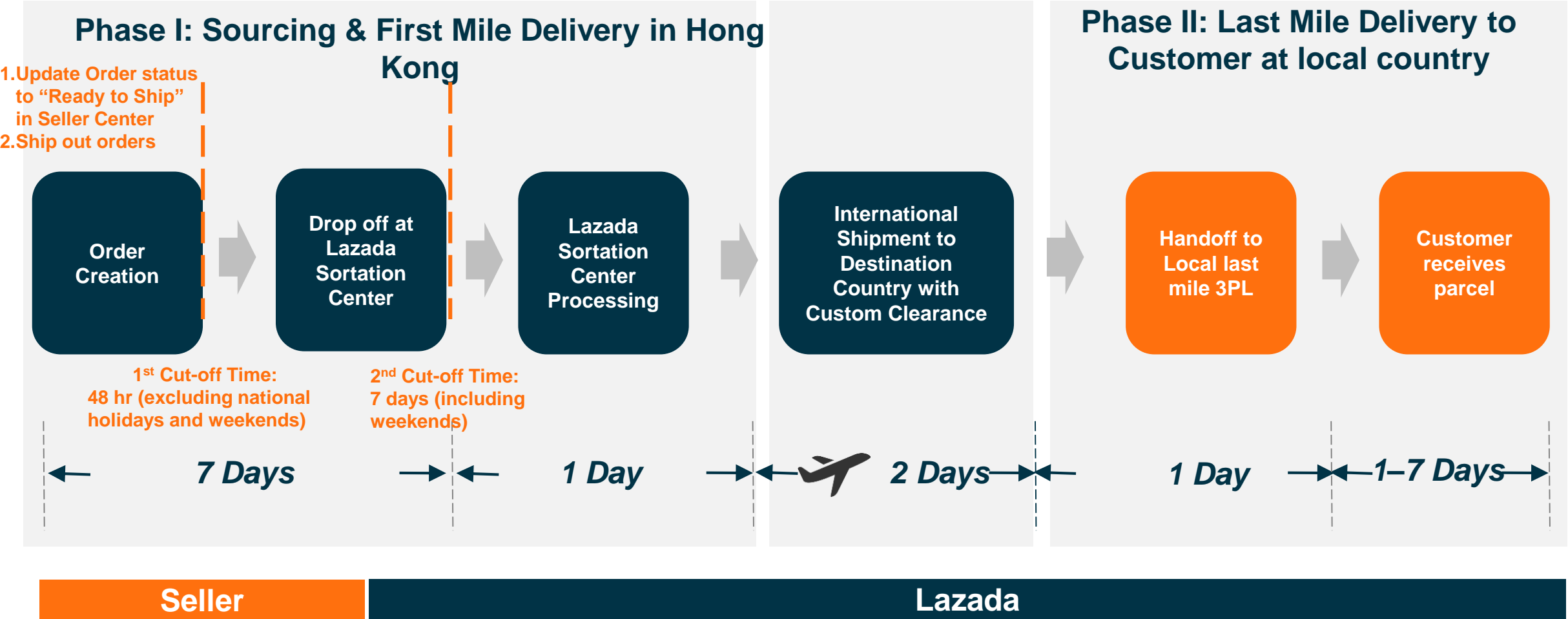
4. Financial Reconciliation

5. System Setup in Seller Center

6. Shipping Tips & Rules

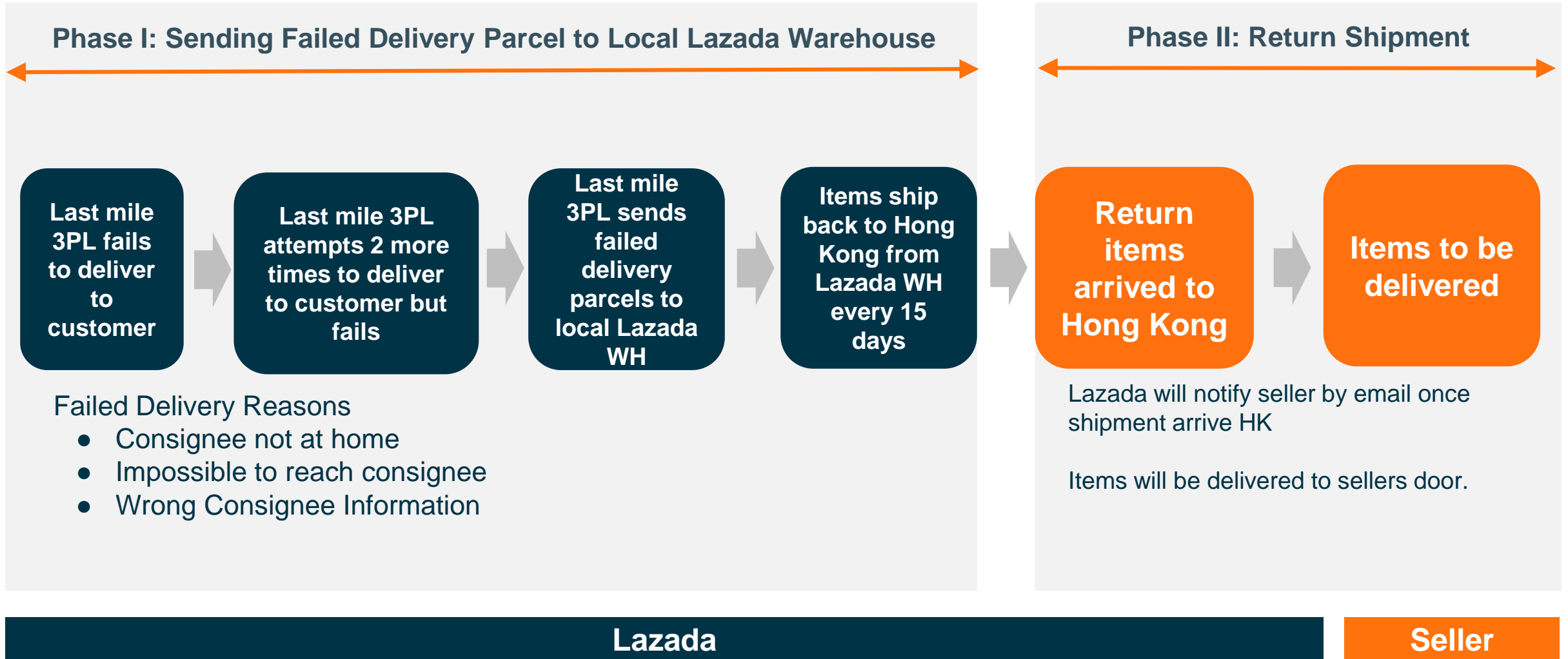
2.1 Service level agreement

Delivery Lead Time



2.2 Service level agreement

Failed Delivery Reverse Logistics



2.3 Service level agreement

Returns Reverse Logistics





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3.1 Shipping Procedures

Drop-off at Times Warehouse



Parcel Dropoffs at **TIMES** Warehouse / Drop-off Points

Sellers dropoff to the following location and guidelines:

Location

- Unit B, 6/F, Roxy Industrial Centre, 58-66 Tai Lin Pai Road, Kwai Chung, Hong Kong

Opening hours

- Monday to Friday 09:00 – 18:00; Saturday 09:00 – 12:00; Sunday & Public Holiday closed

Delivery Contact

- Wing Tong
- wing.tong@timeslogistics.com.hk
- +852 2157 2730

General Contact

- hksortationcentre@lazada.com

3.2 Shipping Procedures

Seller Service Level Agreements



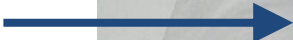
Action	Seller Type	SLA	Remarks
Update status to “Ready to Ship” after receiving order	All	Within 2 business days after order received	- Orders not updated to “Ready to Ship” within SLA will be cancelled
Drop off LGS items to HK Sortation Centre	LGS	Within 7 calendar days after order received	- Orders not reaching HK Sortation Centre within SLA will be cancelled

3.3 Labeling Standards

General Standards



Bag is sealed and in good condition



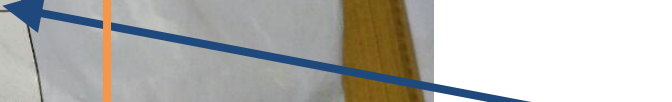
Label correctly affixed and in good conditions



Tracking number & barcode



Shipment information:
- Receiver name
- Seller info
- Item description



Package number



3.3 Labeling Standards

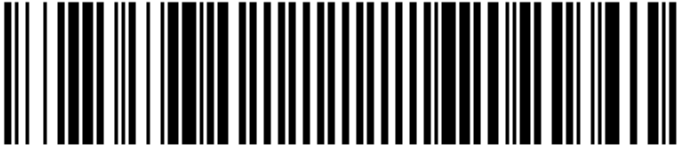
Label format overview



LAZADA

Effortless Shopping

Lazada Firstmile Tracking Number



LZD4200000000022MY

To: Wang Hui Jia - Malaysia

Service: Lazada Firstmile Fulfilment

Seller Name: ASC Test 10

Seller Address: 198, Jalan Bukit Bintang

Seller Contact: 0123835942

Product Description:

Item name	Item sku	seller
Test 1		pimmmmkk

First Mile Warehouse:

Unit B, 6/F, Roxy Industrial Centre, 58-66 Tai Lin Pai Road, Kwai Chung, Hong Kong

Sort Code

LZDMY

Lazada Package Number

MPDS-336688248-3187

Tracking Number

Customer name & country

Seller Info

Product Info

Sortation Center Address

Sort Code

Package Number

Label format is same for all LGS first mile

Seller Center LGS Code:

- LGS-FM40: China, Shenzhen
- LGS-FM41: China, Yiwu
- LGS-FM42: China, Hong Kong
- LGS-FM43: Korea, Seoul

Example:

- LGS-FM42: LZD42xxxxxxxxxxxMY Hong Kong

Sort Code in label:

(LZD + Country Code)

- LZDMY
- LZDSG
- LZDID
- LZDTH
- LZDPH
- LZDVN
- Tracking number prefix is LZD
- Tracking number suffix is Country Code

Label Spec:

- Best: 10cmx15cm (2:3)
- Barcode: 128

3.4 Shipping Procedures

Inadequate Shipment Examples



Damaged Label

- Damaged label
- Non readable barcode
- Non readable shipping information



Un-sealed Box/Pouch

- Non sealed pouch/ box
- Torn pouch / box



Wrong / Missing Information

- Missing or incomplete shipper information
- Missing or incomplete receiver information
- Wrong or missing value
- Missing product description



Damaged Box/Pouch

- Missing label
- Missing shipping information
- Non properly applied label





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4. Finance Reconciliation

Charging Mechanism and Timeline



Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1				Delivered/ Delivery Failed			
Week 2	Account Statement				Payout		
Week 3					Shipping Fee Deducted		

Every Sunday: Account Statement in Seller Center Will be updated; Every Friday: Payout will be transferred to sellers` payment account

Week 1:

- All orders with status “Delivered” and “Delivery Failed” in SC from Monday to Sunday.

Week 2:

- Orders with status “Delivered” in Week 1 will have their payout shown on Monday`s Account Statement, and payout will be made this Friday.
- Orders with status “Delivered” and “Delivery Failed” in Week 1 will have their LGS shipping fee shown in late Week 2.

Week 3:

- Orders with status “Delivered” and “Delivery Failed” in Week 1 will have their LGS shipping fee deducted on Friday.

Notes: The LGS fee of the goods shipped to Indonesia will be deducted as general products for all first. If there is any shipping fee charged as sensitive goods by customs, the price difference will show on Account Statement and be deducted later.



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5. System Setup in Seller Center

Orders managed via Seller Center UI



- ❑ **For Sellers who are managing orders through Seller Center**, configuration will be setup by Lazada.
- ❑ **No setup is needed from seller side.**
- ❑ **Upon enrollment to LZD Solution program**, Seller Center configuration will be changed on agreed date.

Orders Overview

All | **Pending (2) : All (2)** | Ready to Ship (7) | Shipped | Completed

Order Number | Customer | Product | Payment | Start Date - End Date

Print | Set Status

		Document	Order Nr. ↓↑	Order Date ↓↑	Pending Since ↓↑	Payment Method ↓↑	Retail Price ↓↑	#	Status	Printed ↓↑	Actions
<input type="checkbox"/>	+	Invoice	301698396	24 Oct 2016 10:25	less than an hour	cash on delivery	8.60	1	Pending	×	Ready to Ship Cancel
<input type="checkbox"/>	+	Invoice	301323196	23 Oct 2016 15:08	20 hours	cash on delivery	15.99	1	Pending	×	Ready to Ship Cancel

Delivery

Please select a Delivery Provider

LGS-FM42

Close Create Package

5. System Setup in Seller Center

Orders managed via API



Sellers who are using API to manage their orders should follow these guidelines:

- 1) Tracking numbers are automatically generated by Lazada system upon setting status to ready to ship.
 - a. Use API call ***setStatusToReadyToShip*** without the **TrackingNumber** parameter
 - b. Seller Center sets the status as ready-to-ship and automatically assigns a tracking number

- 2) Tracking numbers information can be pulled via API.
 - a. Use API call ***getMultipleOrderItems*** to receive all information related to an order - including but not limited to order number, package number and tracking number
 - b. From this call, sellers can match the TNs generated for their orders

- 3) For details, please visit the SellerCenter Developer Hub at <https://sellercenter.readme.io/>

5. System Setup in Seller Center

Shipping Label/AWB Printing



Sellers who are printing their shipping labels from their own system and not from Seller Center should follow these guidelines

- 1) A shipping label or AWB format/template will be provided for each LGS solution.
- 2) Sellers IT system should be set up to print the same template and format, including all the necessary fields and labels.
 - a) A Lazada representative will get in touch with seller's IT contact to guide the AWB format
 - b) Sellers to provide a sample AWB to Lazada representative for validation. Should there be any corrections or feedback, this will be provided within 1 day.
 - c) Final validation sign-off for correct AWB will be provided within 2 days after receipt of the AWB sample.

Notes:

Tracking number and package number barcodes and information will always be mandatory. Tracking number and package number information can be pulled from Seller Center and/or through API call - *getMultipleOrderItems*



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7. Shipping Tips & Rules

Apply LGS online



- ❑ Sellers apply LGS through https://lazada.formstack.com/forms/lgs_solution_cn
- ❑ If encounter any problem, please send your enquiry to www.lazada.com/partnersupport

7. Shipping Tips & Rules

Rules for using LSG Logistics Services.



“DON'Ts”

1. Underdeclare. The total declared value shown on the shipping label should always match with the total Lazada's selling prices of the items inside the package
2. Misdeclare. The product description shown on the shipping label should always match the actual items inside the package

“DO”

1. Provide shipping label with quality which includes:
 - a. Accurate consignee name, contact information and address
 - b. All barcodes on the shipping labels are scannable
 - c. All information on the shipping labels are readable
2. Proper packaging of the shipment to avoid damage
3. Provide accurate and updated tracking number to seller center on time
4. Dispatch on time based on the Lazada's SLA
5. Make sure sufficient stock at all time to fulfil the orders

Lazada reserves the right to stop providing the LGS logistics service if the seller do not comply with all of the above requirements

Thank you



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