

**Ecom
Express**



**Fulfilling
E-commerce
and Beyond...**

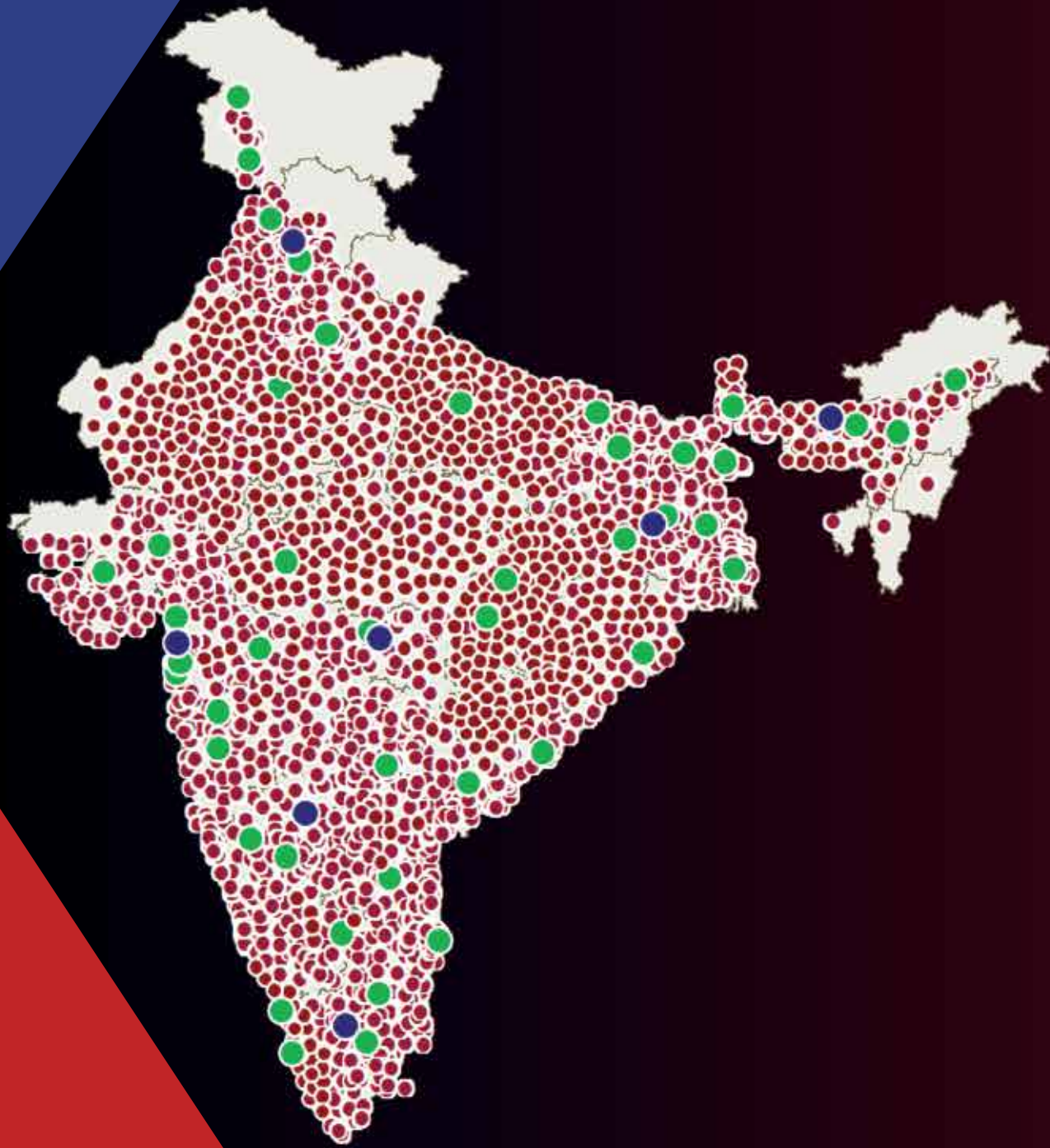


About the Company

Ecom Express Private Limited is a leading end-to-end technology enabled logistics solutions provider to the Indian e-commerce industry. Headquartered in New Delhi, Ecom Express was incorporated in 2012 by T.A. Krishnan, Manju Dhawan, K. Satyanarayana and Sanjeev Saxena with their 100+ years of cumulative experience in the Indian logistics and distribution industry.

The company has established its presence in the industry due to a differentiated business model which is built on delivery service capability, scalability, customization and sustainability. Ecom Express uses its cutting-edge technology and automation solutions to enable first-mile pickup, processing, network optimization and last mile delivery. The company's products include Ecom Express Services (EXS), Ecom Fulfilment Services (EFS) and Ecom Digital Services (EDS).

Ecom Express has its presence in all 29 states of the country and operates in over 2400 towns across 25,600+ PIN-codes in India. The company is the first private logistics company in India to envision a full-state coverage strategy i.e. the capability to reach every doorstep in every village in a state. This full-state coverage is offered in 20 states including Andhra Pradesh, Assam, Bihar, Chhattisgarh, Delhi, Goa, Gujarat, Haryana, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, and West Bengal. Through this deep reach strategy, the company has a capability to deliver to over 1.2 billion people i.e. 92%+ of India's population.



Our Reach and Capability

Ecom Express set up a strong pan-India infrastructure **Built on Reach, Technology, Reliability and Capability** to deliver within **Promised Transit time** at any point. This means we have the **Strength and Capabilities** to **Deliver Excellence** for your business **Every day.**

2400+

Cities / Towns

20 Full

States Covered

29 States

Covered

2500+

Delivery Centres

8,00,000

Shipments/Day Capacity

25600+

Pin Codes

25000+

Employees

20 Fulfilment

Centres

1.2Bn+

Population we can deliver to

SERVICES OFFERED

EXPRESS SERVICES



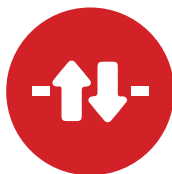
ECOM EXPRESS SERVICES (EXS)

The safest, most reliable pick-up and delivery of products (ordered online) from warehouses / sellers to end-consumers using automated information systems for end-to-end order tracking. The service offers timely Cash-on-Delivery (COD) remittances and guaranteed Last mile delivery of the orders in India within 24 to 72 hours, all round the year, including Sundays/Holidays. It includes Pre-paid and Collect-On-Delivery (Cash/Digital payment solutions).



ECOM GROUND SERVICES (EGS)

A mid-weight express service for products ordered online, the service is specifically tailored for the transportation of large and bulky products, which need a greater degree of delivery care and precision to ensure enhanced customer experience.



ECOM CROSS-BORDER SERVICES (ECS)

An end-to-end cross-border e-commerce logistics, both in managing import and export orders through express courier clearance license, this service is available to domestic and international e-tailers targeting foreign and Indian consumers.



Express Services come with the following provisions.



REVERSE LOGISTICS

A tailor-made solution on Reverse Logistics in which effective coordination with end-consumers ensures timely pick-up and delivery of products back to partner establishment within 24 to 72 hours of intimation, all round the year-including Sundays/Holidays thus allowing end-consumers to receive their refunds in a timely manner. This unique service is supported by best in class process capabilities in ensuring ease of pickup and returns.



QC ENABLED REVERSE LOGISTICS (RVP+)

A door step Quality Check enabled Reverse Pickup Solutions for various product categories—be it mobile phones, household goods, apparels, electronic gadgets etc., the solution helps to curb return-related leakages and simplifies online shopping returns. Our dedicated and well-trained Field Executives carry out Quality Check on products, subject to product conditions and other parameters meeting the customer's return policy, resulting in faster refund or replacement for end-consumers.



VALUE ADDED SERVICES

A wide range of additional services that complement and enhance our logistics offerings as we support the smooth flow of shipments such as:

Try & Buy

A comfortable and customer-friendly exchange management service enhancing the overall experience of product evaluations by end-consumers.

Switch Deliveries

Flexible exchange of products with new ones at one go, in accordance with seller's exchange policy.

Valuable Cargo Handling

The highest level of security and surveillance enabled transportation of valuable items including gold, precious art pieces, gems and jewellery.

DIGITAL SERVICES



ECOM DIGITAL SERVICES (EDS)

A unique digital mobile application that facilitates e-KYC-Aadhaar based biometric verification and industry specific cash/ cheque/ document collection and Contact Point Verification (CPV) services. Catering to diversified industries including Banking, Financial Services & Insurance (BFSI) and Telecommunications, the services are provided at the door step of end-consumers, thereby easing the verification and collection process as a whole. These services are offered through our secure mobile application using encrypted biometric devices.

ECOM DIGITAL SERVICES (EDS)

PRODUCTS



e-KYC (Biometric)

- **Personal Banking:** Savings account, Personal Finance (Home Loans, Auto Loans, Educational Loans, Personal Loans), Cards (Debit, Credit, Prepaid), Mobile Wallet Buddy



Cash/cheque Collection

- **Agricultural/ Rural Banking:** Crop Loan, Farm Mechanization Loan, Others
- **Affiliates:** Life Insurance, General Insurance, Mutual Fund, Cards



Contact Point Verification

- *For cash collection, up to INR 2 lakh/ transaction as mandated by RBI
- *For e-KYC (biometric), through KUA services of the bank.



Asset Verification

- **Personal Banking:** Personal Finance (Auto Loans)
- **Agricultural/ Rural Banking:** Farm Mechanization Loan



Document Collection

Documents include **Proof of Identity, Proof of address, Photographs, NACH/ ECS mandate, Loan agreement, KYC forms, Account opening forms** etc. for:

- **Personal Banking:** Savings account, Personal Finance (Home Loans, Auto Loans, Educational Loans, Personal Loans), Cards (Debit, Credit, Prepaid)
- **Agricultural/ Rural Banking:** Crop Loan, Farm Mechanization Loan, Others
- **Affiliates:** Life Insurance, General Insurance, Mutual Fund, SBI Cards



FULFILMENT SERVICES



ECOM FULFILMENT SERVICES (EFS)

We are a Company with immense warehousing and process capabilities to provide a wide range of fulfilment services including warehousing and order management that meet the dynamic needs of our customers.

Ecom Fulfilment Services includes a range of services such as Pick-up, Quality Check, serialization, put away, real time inventory management, order management (pick, pack and ship services) to customers who would like to use the services. Additionally, the service manages returns, invoicing and payment reconciliation. The guaranteed dispatch from Ecom Express provides added assurance of speed and reliability to the seller and buyer.

Our state-of-the-art mega warehouse facilities are strategically located in key geographies across the country - in Delhi NCR, Bengaluru, Bhiwandi, Cochin, Guwahati, Hyderabad, Kolkata, Lucknow, Patna, Zirakhpur, Jaipur and Chennai. We provide tailor-made fulfilment service solutions supported by technology and automation. The rack space currently being offered is in the range of up to 400,000 sq. ft. with a flexibility for customers to choose their choice of location and space.





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