



# Global E-Commerce One-Stop Services

transcosmos provides One-Stop E-Commerce Services tailored to the needs of clients in 46 countries/169 regions around the world, including Japan, North America, China, South Korea, ASEAN and Latin America. Our services range from operations including e-commerce website development and operation, fulfillment (ROG, picking, packing and shipping), customer support, website promotion and analysis to product sales via our e-commerce channels.



# Global E-Commerce One-Stop Services

From sourcing to operations to sales, transcocosmos's Global E-Commerce One-Stop Services deliver our clients' superior products to consumers in Japan, Europe, United States, China, South Korea, ASEAN and Latin America.

## Global E-Commerce One-Stop Services

### Clients

Company A

Company B

Company C

### Sourcing

**TAKA RANS**

Delivers superior and attractive Japanese products to global market

### Operation

Japan U.S. E U Mexico Brazil Argentina

**infra.commerce**

**PFS**

**transcosmos Commerce**

**tokopedia**

**Lazada**

**Shopee**

**bukalapak**

**blibli.com**

**Lazada**

**Qoo10**

**Shopee**

**amazon**

**b8ta**

**mercado libre**

**amazon**

### Sales

Japan

**amazon** **楽天** **YAHOO!** **ショッピング**

**PayPay** **Wowma!**

Major e-commerce marketplaces in Japan

**藤巻百貨店**

E-commerce shopping mall - the home of masterpieces -

**酒虎** **Geek Jack**

E-commerce website for Sake Delivers Japanese drinks around the globe A cross-border e-commerce website - A gem for Japanese character items -

China

**天猫** **天猫国际** **网易考拉**

China's largest e-commerce mall Cross-border e-commerce websites targeting Chinese market

**JD.COM** **聚美优品** **唯品会** **蜜芽** **拼多多**

China's major e-commerce retailers China's largest apparel e-commerce support company

South Korea

**coupang** **NAVER** **SSG.COM** **ebay**

Leading e-commerce marketplaces

Taiwan

**YAHOO!** **奇摩** **momo** **購物網** **PChome** **Shopee**

Taiwan's leading e-commerce retailer

Thailand

**Lazada** **Shopee**

Thailand's major e-commerce retailers

Malaysia

**Lazada** **HERMO** **PrestoMal** **Shopee**

Malaysia's leading e-commerce retailer

Indonesia

**transcosmos Commerce** **tokopedia** **Lazada** **Shopee**

E-commerce subsidiary in Indonesia Indonesia's leading online marketplace Indonesia's leading e-commerce retailer

**bukalapak** **blibli.com**

Singapore

**Lazada** **Qoo10** **Shopee**

Major e-commerce retailers in ASEAN

U.S. Canada

**amazon** **b8ta**

North America's leading e-commerce retailer

Mexico Colombia Brazil

**mercado libre** **amazon**

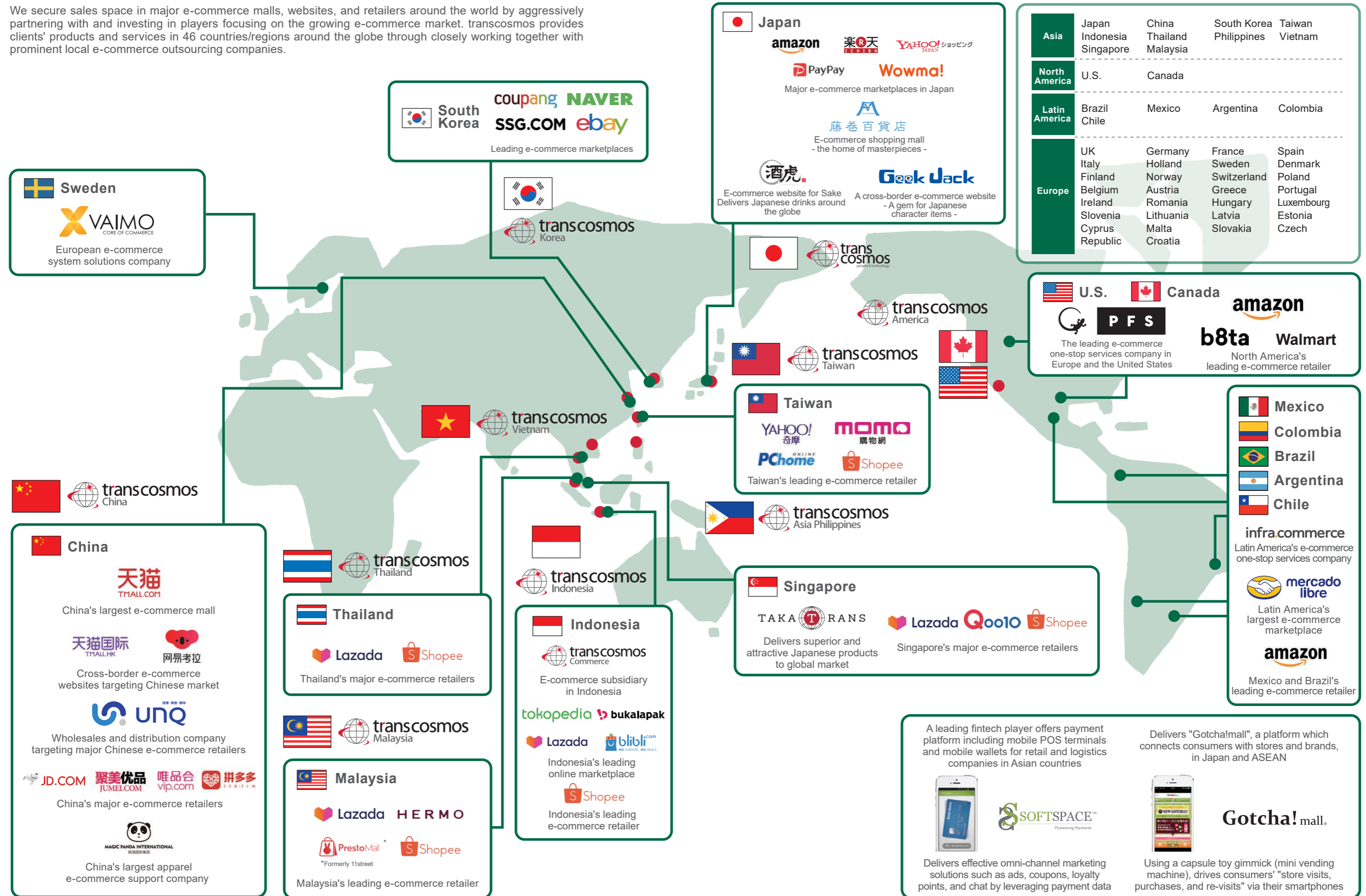
Latin America's largest e-commerce marketplace Mexico and Brazil's leading e-commerce retailer

Argentina Chile

### Consumers

## Global E-Commerce One-Stop Network

We secure sales space in major e-commerce malls, websites, and retailers around the world by aggressively partnering with and investing in players focusing on the growing e-commerce market. transcosmos provides clients' products and services in 46 countries/regions around the globe through closely working together with prominent local e-commerce outsourcing companies.



## E-Commerce One-Stop Service Coverage

<b>Asia</b>	Japan Indonesia Singapore	China Thailand Malaysia	South Korea Philippines	Taiwan Vietnam
<b>North America</b>	U.S.	Canada		
<b>Latin America</b>	Brazil Chile	Mexico	Argentina	Colombia
<b>Europe</b>	UK Italy Finland Belgium Ireland Slovenia Cyprus Republic	Germany Holland Norway Austria Romania Lithuania Malta Croatia	France Sweden Switzerland Greece Hungary Latvia Slovakia	Spain Denmark Poland Portugal Luxembourg Estonia Czech

**U.S. Canada**

**amazon**  
**b8ta** **Walmart**

The leading e-commerce one-stop services company in Europe and the United States

North America's leading e-commerce retailer

**Mexico**  
**Colombia**  
**Brazil**  
**Argentina**  
**Chile**

**infra.commerce**  
Latin America's e-commerce one-stop services company

**mercadolibre**  
Latin America's largest e-commerce marketplace

**amazon**  
Mexico and Brazil's leading e-commerce retailer

A leading fintech player offers payment platform including mobile POS terminals and mobile wallets for retail and logistics companies in Asian countries

**SOFTSPACE™**  
Pioneering Payments

Delivers effective omni-channel marketing solutions such as ads, coupons, loyalty points, and chat by leveraging payment data

Delivers "Gotcha!mall", a platform which connects consumers with stores and brands, in Japan and ASEAN

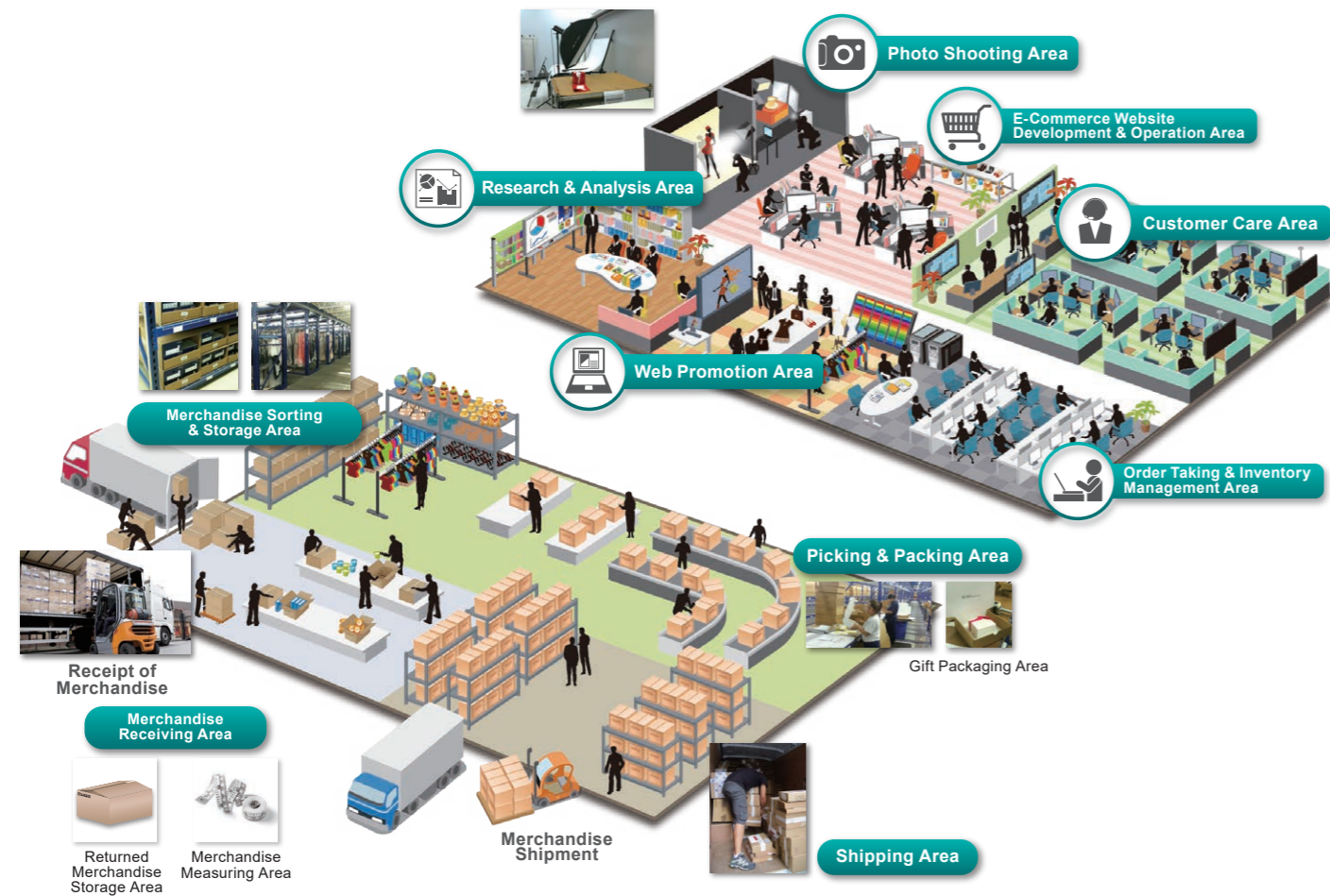
**Gotcha! mall.**

Using a capsule toy gimmick (mini vending machine), drives consumers' "store visits, purchases, and re-visits" via their smartphones

## E-Commerce One-Stop Center

### Strength of One-Stop Center : Operational Excellence

transcosmos realizes seamless communication in operational processes and improves "Operational Excellence" through centralizing e-commerce operational functions in One-Stop Center. We execute "Real-Time Marketing" to streamline sales and marketing processes to expand clients' sales in this dynamic market while rapidly improving operational processes from consumers' perspective to optimize "Customer Experience".



Japan

#### Kita-Kashiwa E-Commerce One-Stop Center

transcosmos provides value-added services for distribution processing to meet brand requirements (gift wrapping, enclosing message cards, etc.), in addition to fulfillment service until the products reach the hands of consumers (quality storage, packing, shipping). With transcosmos eCommerce HUB, we can provide efficient operations. International shipping services are also available to satisfy globalized logistics. Customers' precious products are delivered all over the world by handling administrative tasks such as invoicing and customs paperwork.



U.S. E U



The largest company in e-commerce one-stop services industry in the United States, listed on NASDAQ. In addition to providing fulfillment service with its own warehouse and back-office services such as customer support and payment processing, the company provides a wide range of services from developing e-commerce systems to system operation for over 150 clients. The total working space is approximately 193,000 square meters, approximately equivalent to 4.1 times the size of Tokyo Dome which boasts the largest seating capacity in Japan.



Mexico Brazil Argentina

#### infra.commerce

As an e-commerce one-stop services provider with a focus on Brazil and Mexico, the company offers extensive e-commerce related services ranging from developing e-commerce websites, supporting store openings on Brazil's local online marketplaces, fulfillment, online marketing to customer care. Infracommerce serves various global brands across industries ranging from fashion, consumer products to beverages.

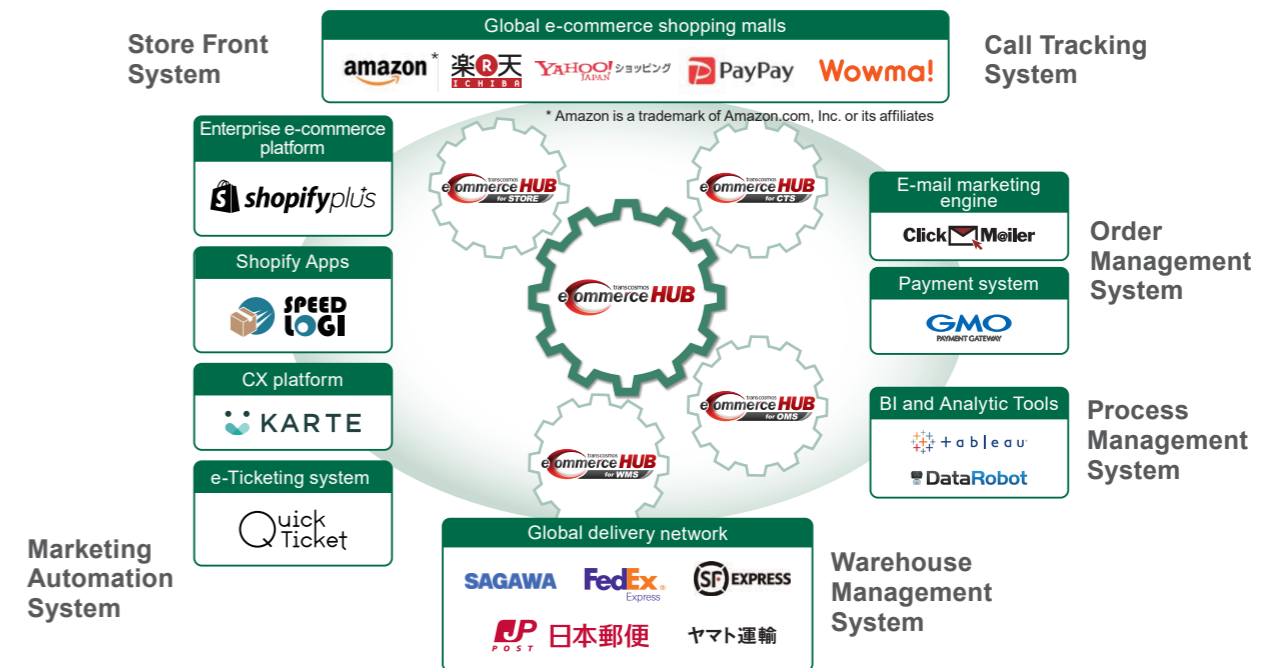


## Global E-Commerce Platform Provided by the transcosmos Group

### Integrated E-Commerce Platform transcosmos eCommerce HUB



transcosmos's eCommerce HUB is an integrated e-commerce platform that is filled with over 50 years of IT outsourcing operational excellence. eCommerce HUB seamlessly links the systems required for e-commerce business at real-time. Moreover, the platform satisfies clients' diverse needs by closely integrating logistics, payment, advertising, and all other essential services.



### Shopify, the world's top share cloud-based multichannel commerce platform

Shopify empowers over a million active stores around the world with its e-commerce website development services. transcosmos offers e-commerce one-stop services based on Shopify, and assists both B2B and B2C companies from building systems to boosting customer loyalty.

- Shopify Deployment Services**  
As a Shopify sales and development partner, we have an abundant record in managing Shopify projects. To help solve your challenges, we offer end-to-end services from current state analysis, to requirement definition, to system development.
- Save Development Time & Costs**  
E-commerce websites generally cost you a lot for each customization and additional development work, or when you see an uptick in traffic. Now, Shopify is here to help you drastically save your costs and time for development.
- One-Stop Services**  
From website development and operations, logistics, marketing, to contact centers, we offer end-to-end e-commerce business operations services at one-stop. In addition, we operate your website and act as your sales agent on leading e-commerce marketplaces for you.



transcosmos is one of only seven official partners in Japan that are certified by Shopify for achieving excellent results with "Shopify Plus," an enterprise level of Shopify (As of September, 2021).

**PFSweb**  
A leading e-commerce one-stop services company in Europe and the United States

NASDAQ-listed PFSweb is a leading company in the U.S. e-commerce one-stop services industry. PFSweb delivers e-commerce solutions via various global standard e-commerce platforms that include Salesforce Commerce Cloud (former Demandware), Oracle Commerce, Magento, SAP Hybris, and IBM WebSphere Commerce.

**VAIMO**  
A European e-commerce system solutions company

As an e-commerce support company specializing in developing e-commerce solutions, VAIMO was named as the leading e-commerce solutions partner in the EMEA region by Magento. With its offices in Sweden, the United Kingdom, and South Africa, VAIMO develops e-commerce systems for clients in Europe and the United States.

# transcosmos's Global E-Commerce Major Channels per Country

JAPAN Local

## Fujimaki Department Store

Sells attractive Japan-themed products only available here. Supported by a broad range of customer base regardless of age and gender.



fujimaki-select.com

**Product Lineup**  
Apparel, Bags, Accessories, etc.  
**# of Members :** 2.2 thousand\*  
**# of Items :** 1,400

\*Facebook members

JAPAN CrossBorder Local

## Saketora

E-commerce website selling Japan's unique and premium "Sake" to Japan and global market.



www.saketora.com

**Product Lineup**  
Sake, Shochu (distilled spirits), Local beers, etc.  
**# of Members :** 3,000  
**# of Items :** 500

JAPAN CrossBorder

## Geek Jack

A cross-border e-commerce website delivering Japanese character items to fans around the globe.



shop.geekjack.net

**Product Lineup**  
Character items, Toys, etc.

CHINA CrossBorder

## TMALL Global

Cross-border e-commerce website of TMALL, which owns China's largest e-commerce platforms.



www.tmall.hk

**Product Lineup**  
Cosmetics, Commodities, Home electronics, etc.

CHINA CrossBorder Local

## Magic Panda

China's largest apparel e-commerce supporting company. Certified as Gold TMALL Partner, the highest rank as a TMALL Partner for four consecutive years. Contributes to sales expansion through providing product co-development, store design and marketing. Opened its own store on TMALL Global.



lee.world.tmall.com

**Product Lineup**  
Overall apparel  
**# of Business Partners :** more than 20 companies

\*An apparel E-commerce Website (within TMALL) supported by Magic Panda

CHINA CrossBorder Local

## UNQ

Distributes a variety of products to many e-commerce websites. Specializes in cosmetics as an e-commerce wholesaler.



**Product Lineup**  
Cosmetics, Baby-goods, Commodities, etc.

**# of Business Partners :** more than 60 companies

TAIWAN Local

## PChome

Taiwan's largest e-commerce mall with more than 15 million products (e.g. household appliances, daily goods, and expendables).



shopping.pchome.com.tw

**Product Lineup**  
Home electronics, Commodities, Food, etc.  
**# of Members :** 8.5 million

ASEAN / TAIWAN CrossBorder Local

## Shopee

ASEAN's largest e-commerce site. The annual transaction value is over 300 billion yen in 3 years after the store opening.



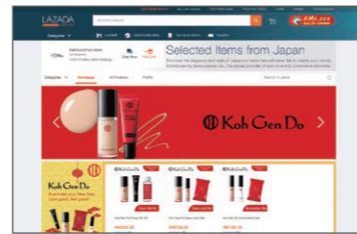
www.shopee.com

**Product Lineup**  
Apparel, Home electronics, Commodities, etc.  
**# of Members :** 200 million  
**# of Items :** 160 million

ASEAN / CHINA CrossBorder Local

## Lazada

transcosmos opened its flagship cross-border e-commerce store on Lazada, the largest e-commerce mall in ASEAN. As a general e-commerce mall, Lazada presents a variety of famous brand stores.



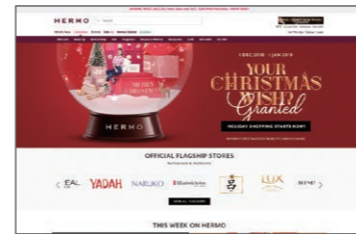
www.lazada.com.my/shop/transcosmos-store/

**Product Lineup**  
Home electronics, Commodities, Apparel, etc.  
**# of Members :** 23 million  
**# of Items :** 2.4 million

MALAYSIA CrossBorder Local

## HERMO

The best e-commerce site in Malaysia for cosmetics and beauty products with over 300 brands.



www.hermo.my

**Product Lineup**  
Cosmetics, Salons  
**# of Members :** 8.9 thousand  
**# of Items :** 13thousand\*

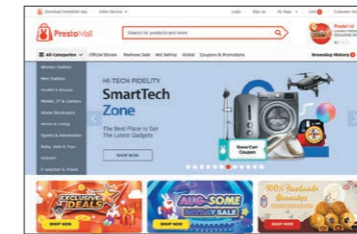
\*Monthly sales number

MALAYSIA CrossBorder Local

## PrestoMall

(previously known as 11street Malaysia)

Malaysia's leading online marketplace. The e-commerce platform offers shopping, entertainment, travel and dining services.



www.prestomall.com

**Product Lineup**  
Apparel, Salons, Home electronics, etc.

SINGAPORE CrossBorder Local

## Qoo10

The most popular online marketplace in Singapore



www.qoo10.sg

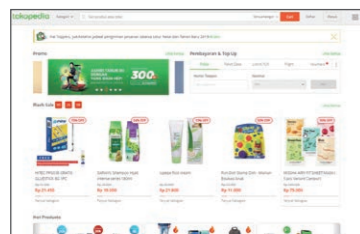
**Product Lineup**  
Home electronics, Apparel, Commodities, etc.

**# of Members :** 3 million

INDONESIA Local

## Tokopedia

Indonesia's largest online marketplace with high active store counts. For both male and female, and particularly popular among middle-aged shoppers in their 30s to 50s.



www.tokopedia.com

**Product Lineup**  
Apparel, Home electronics, Entertainment, etc.

**Monthly Traffic :** 135 million clicks

INDONESIA Local

## Bukalapak

Leading online marketplace in Indonesia started as a C2C business. Now local SMB retailers use Bukalapak for B2B, offering community-based services.



www.bukalapak.com

**Product Lineup**  
Home electronics, Gadget, Fashion, etc.

**Monthly Traffic :** 34 million clicks

INDONESIA Local

## Blibli

Indonesia's 5th ranked online marketplace. Primarily for men over 30s, BliBli offers various high end products focusing on PCs, devices, and hobby items.



www.blibli.com

**Product Lineup**  
Apparel, PCs, Hobby, etc.

**Monthly Traffic :** 19.6 million clicks

MEXICO / COLOMBIA / BRAZIL / ARGENTINA / CHILE Local

## Infracommerce

Offers e-commerce one-stop services in Latin America in addition to providing store opening support on Latin America's largest e-commerce retailer "Mercado Libre" and "Amazon.com.mx".

infracommerce

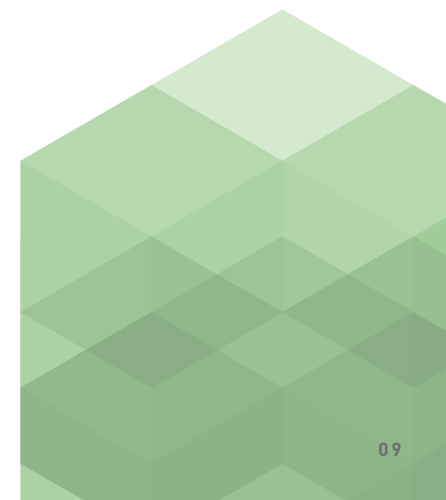


www.mercadolibre.com

www.amazon.com.mx

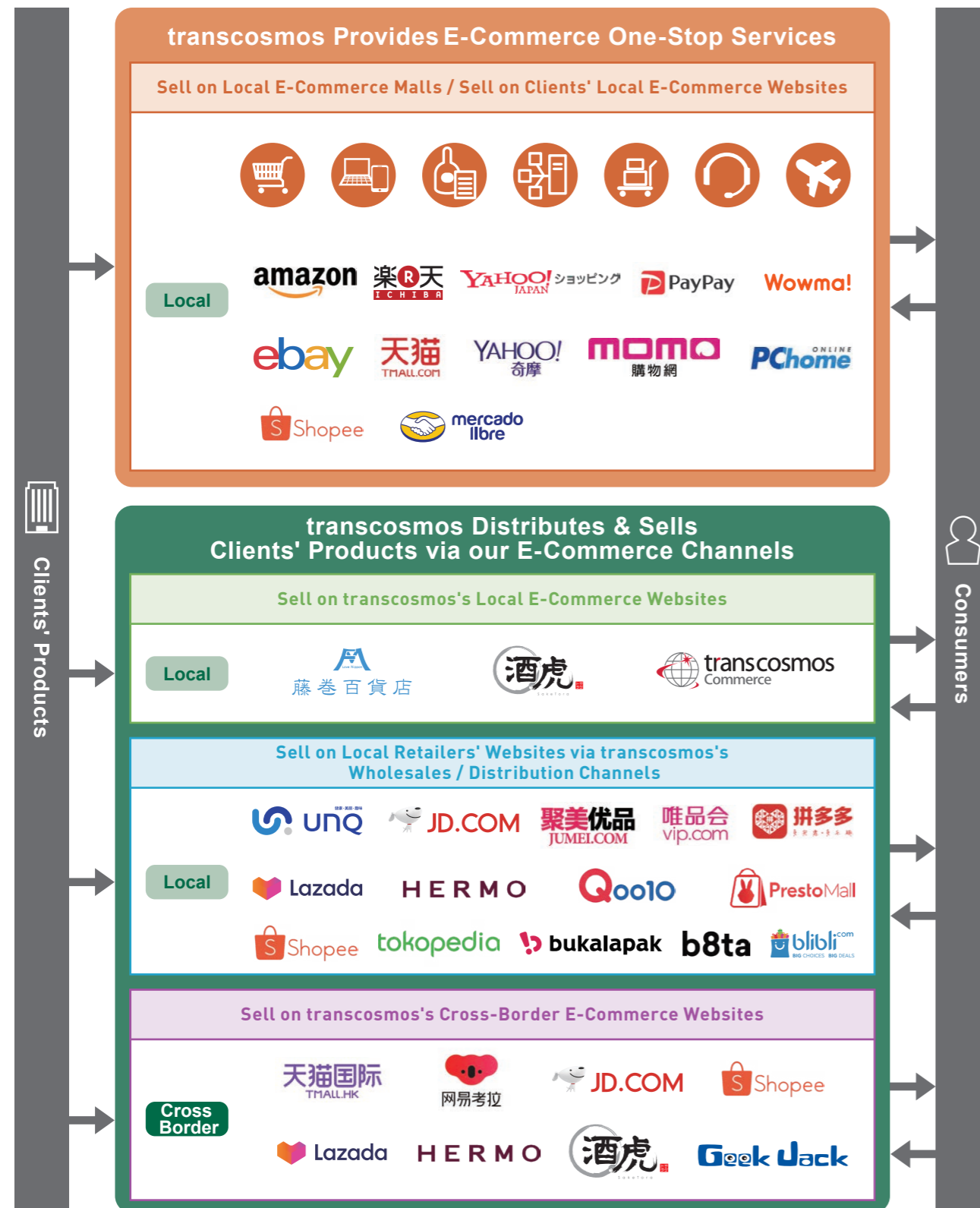
www.amazon.com.br

**Product Lineup**  
Multi-category



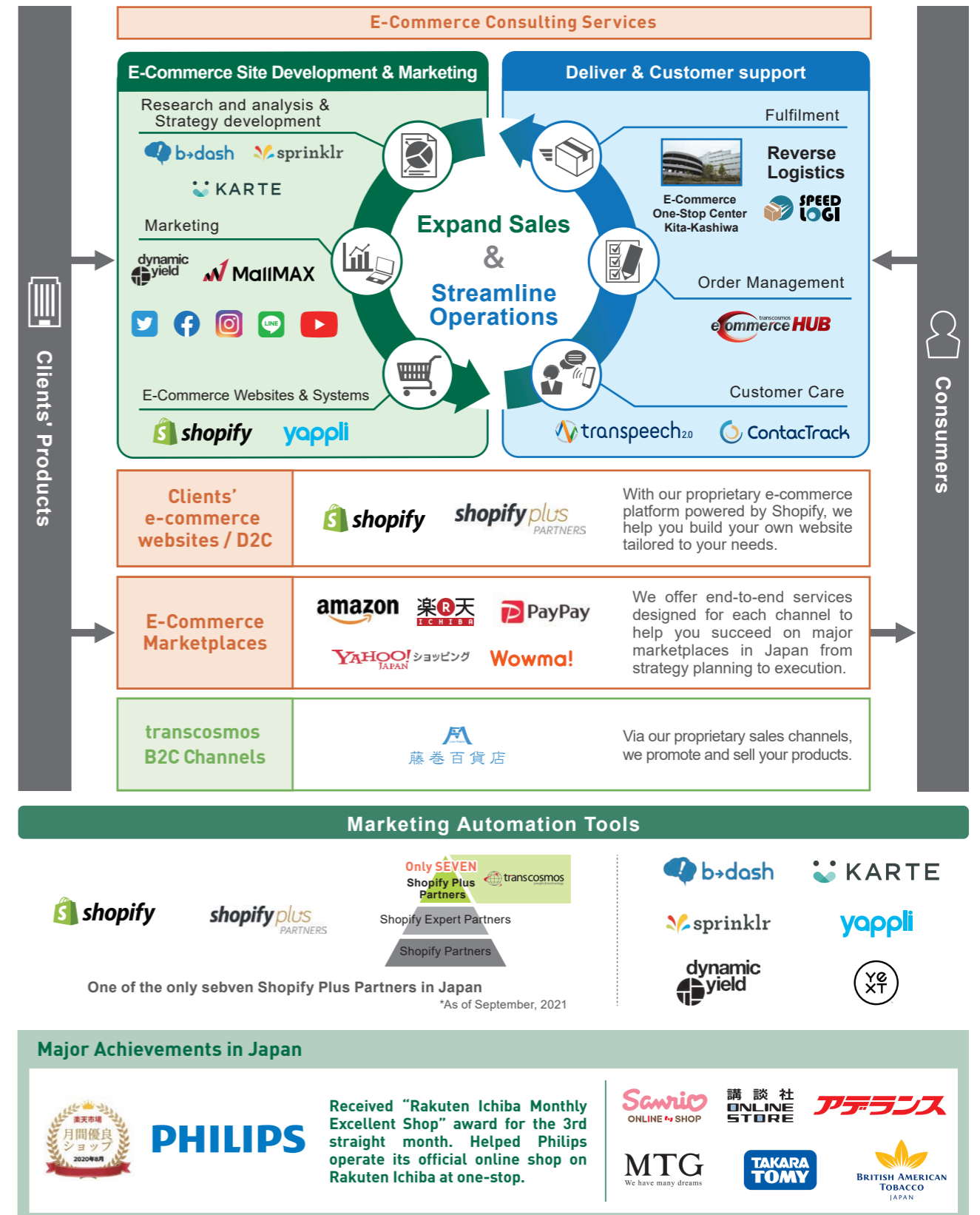
## Global E-Commerce One-Stop Services (Per Country / Region)

A selection of One-Stop E-Commerce Services optimized for each country's e-commerce market. Each client can select from diverse e-commerce business strategies to fit its needs such as entering e-commerce market by itself, executing cross-border e-commerce business from Japan or commissioned sales through transcocosmos's e-commerce channels.



## For the Japanese Market

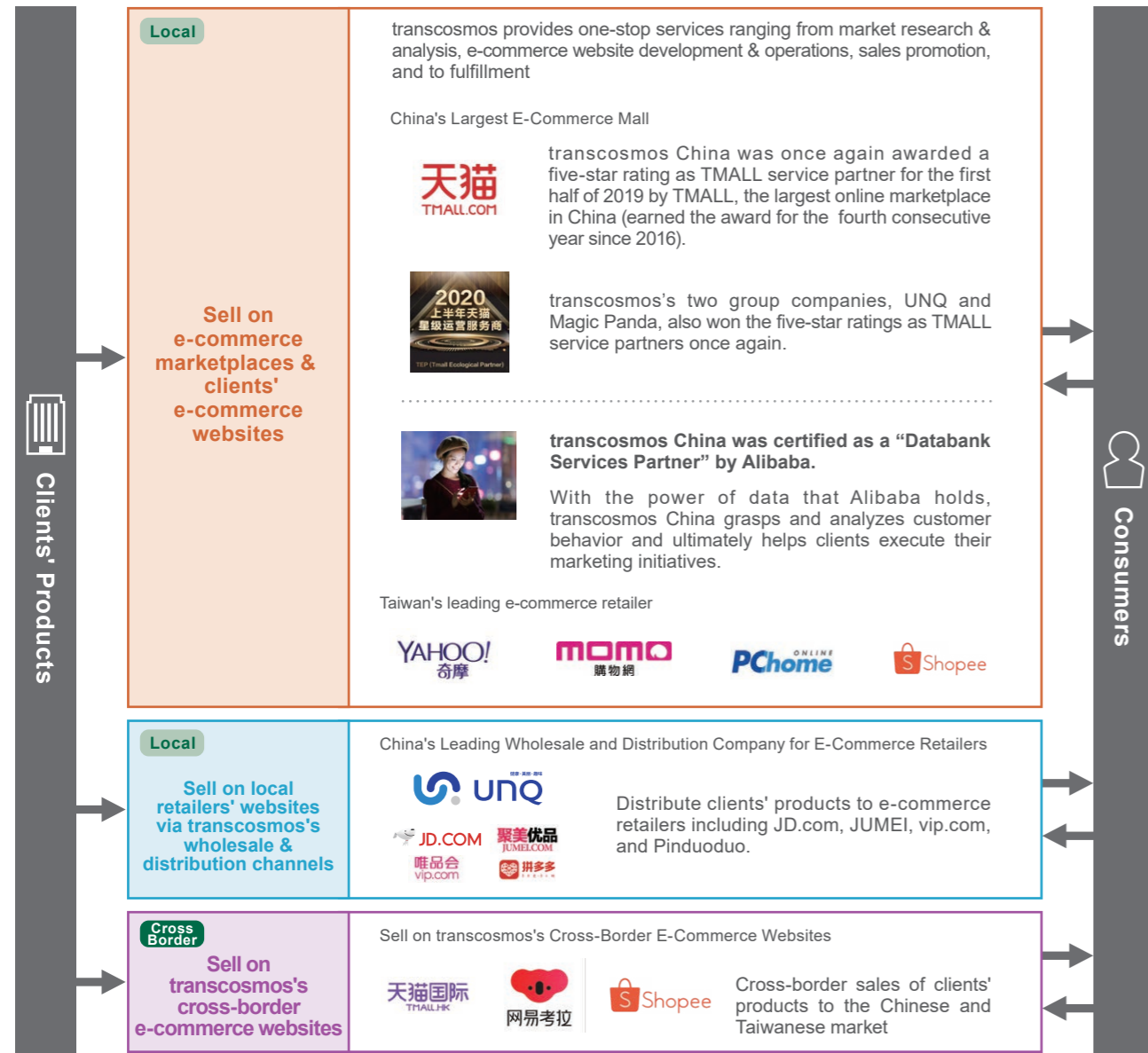
transcocosmos sells clients' products via our e-commerce channels such as "Fujimaki Department" and more, in addition to providing one-stop services that include market research & analysis, e-commerce website development & operations, online sales promotion and fulfillment.



## For the Chinese Markets



transcosmos has been providing services in China for 20 years, accumulating vast experience with e-commerce operations for over 50 companies. Through strong partnerships with major Chinese businesses, we support clients' e-commerce business expansion considering Chinese culture and characteristics. Since its entry into Taiwan in 2016, transcosmos has been offering its e-commerce one-stop services to clients via various channels that include their own e-commerce websites, e-commerce shopping malls, and e-commerce retail stores.



**Local**  
transcosmos provides one-stop services ranging from market research & analysis, e-commerce website development & operations, sales promotion, and to fulfillment

China's Largest E-Commerce Mall

**天猫 TMALL.COM**  
transcosmos China was once again awarded a five-star rating as TMALL service partner for the first half of 2019 by TMALL, the largest online marketplace in China (earned the award for the fourth consecutive year since 2016).

**2020 上半年天猫 星级运营服务商**  
transcosmos's two group companies, UNQ and Magic Panda, also won the five-star ratings as TMALL service partners once again.

**transcosmos China was certified as a "Databank Services Partner" by Alibaba.**  
With the power of data that Alibaba holds, transcosmos China grasps and analyzes customer behavior and ultimately helps clients execute their marketing initiatives.

Taiwan's leading e-commerce retailer

**YAHOO! 奇摩** **MOMO 購物網** **PChome ONLINE** **Shopee**

**Local**  
China's Leading Wholesale and Distribution Company for E-Commerce Retailers

**UNQ**  
Distribute clients' products to e-commerce retailers including JD.com, JUMEI, vip.com, and Pinduoduo.

**JD.COM 聚美优品 JUMEI.COM** **唯品会 vip.com** **拼多多**

**Cross Border**  
Sell on transcosmos's Cross-Border E-Commerce Websites

**天猫国际 TMALL.HK** **网易考拉** **Shopee**  
Cross-border sales of clients' products to the Chinese and Taiwanese market

### transcosmos Group's E-Commerce Outsourcing Companies

China's largest apparel e-commerce support company Offers O2O initiatives by connecting online store with brick-and-mortars



Magic Panda has been the hidden champion behind the success of nearly hundreds of fashion apparel and lifestyle brands in China's e-commerce marketplace since it opened its door in 2005. Today, more than 400 professionals in strategy, merchandise, design, marketing, operations and after-sales service are leading the company's e-commerce service with a sharp focus on the fashion apparel category.

### Major Achievements in China and Taiwan

**BAN DAI**  
Supported to launch a store on "TMALL" China's largest e-commerce mall

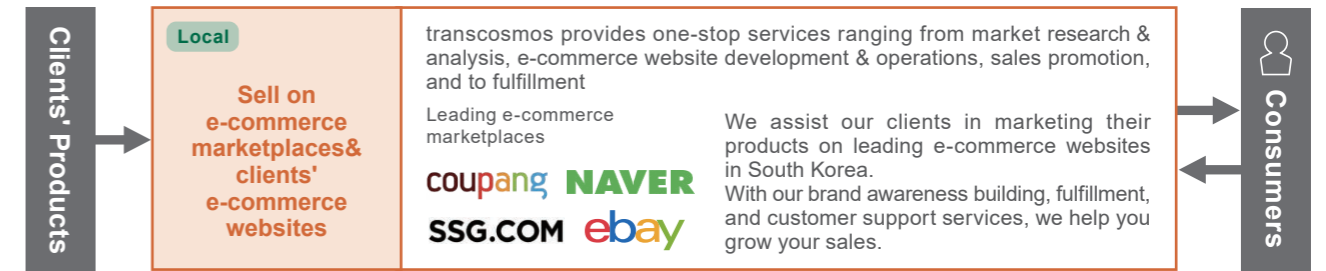
**再春館製藥所**  
Delivers Facebook / LINE ads for Taiwanese consumers

**PEACH JOHN 蜜桃派** **Canon**  
**YAMAHA** **MOEN** **GOON 大王**

## For the South Korean Market



transcosmos has been providing contact center, direct mail, and field service including E-Commerce One-Stop Services to over 200 major companies in South Korea for 20 years. Now, we are the largest independent BPO vendor in South Korea.



### Major Achievements in South Korea

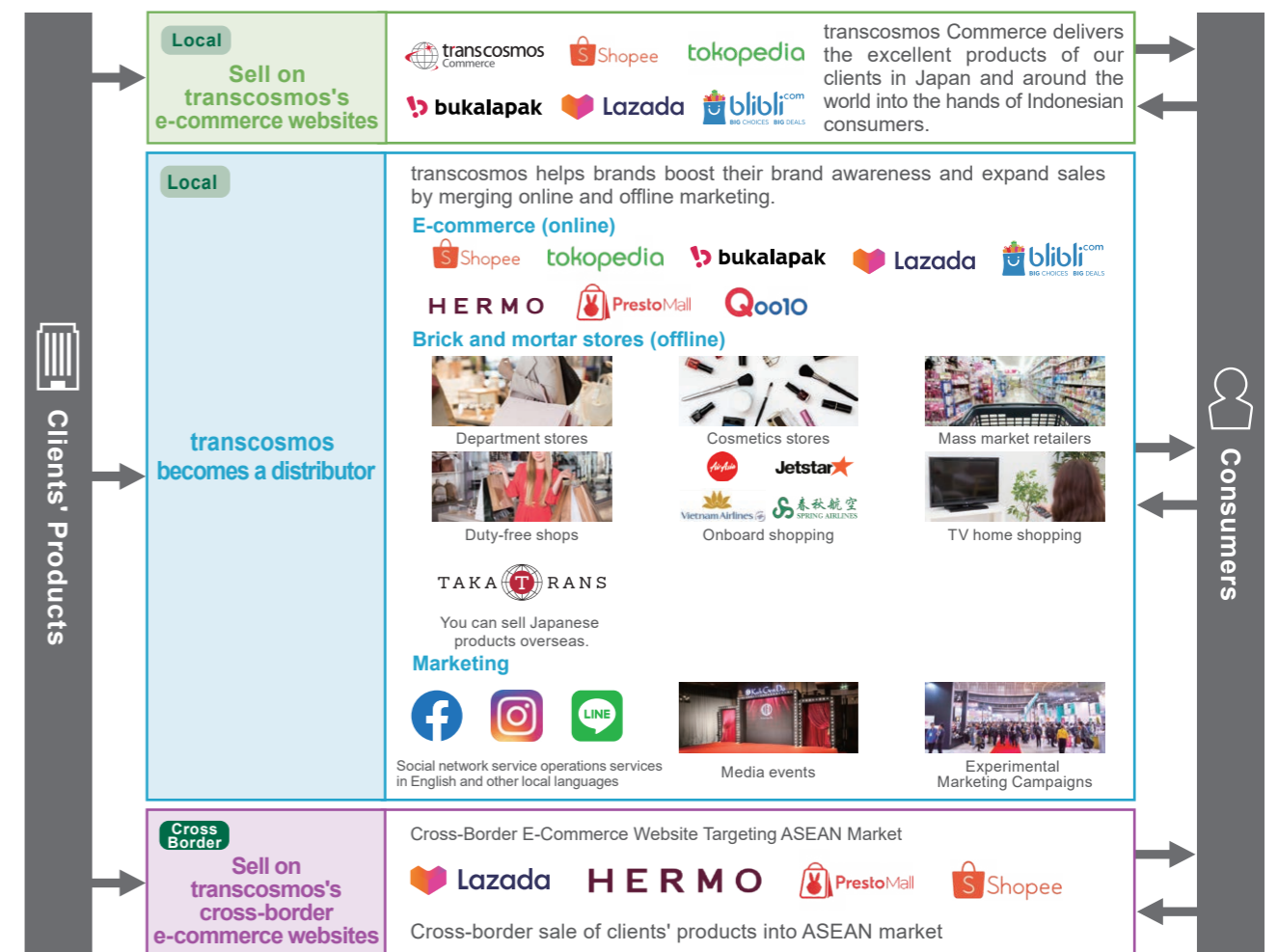
**dyson**  
Manages 8 different e-commerce channels for dyson. Helps dyson from order management to promotions.

**L'OCCITANE EN PROVENCE**  
Manages 10 different e-commerce channels for L'OCCITANE. Helps L'OCCITANE from customer inquiries to product returns & replacements.

## For the ASEAN Markets



transcosmos supports clients' e-commerce business entry into ASEAN market, with strong partnerships with top players in the market and our know-how accumulated by the local subsidiaries in Thailand, Vietnam, the Philippines, Malaysia, and Indonesia.



**Local**  
Sell on transcosmos's e-commerce websites

transcosmos Commerce delivers the excellent products of our clients in Japan and around the world into the hands of Indonesian consumers.

**transcosmos Commerce** **Shopee** **tokopedia** **bukalapak** **Lazada** **bibli.com**

**Local**  
transcosmos helps brands boost their brand awareness and expand sales by merging online and offline marketing.

**E-commerce (online)**  
**Shopee** **tokopedia** **bukalapak** **Lazada** **bibli.com**

**HERMO** **PrestoMall** **Qoo10**

**Brick and mortar stores (offline)**

- Department stores
- Cosmetics stores
- Mass market retailers
- Duty-free shops
- Onboard shopping
- TV home shopping

**TAKA RANS**  
You can sell Japanese products overseas.

**Marketing**  
Social network service operations services in English and other local languages

**Media events** **Experimental Marketing Campaigns**

**Cross Border**  
Sell on transcosmos's cross-border e-commerce websites

Cross-Border E-Commerce Website Targeting ASEAN Market

**Lazada** **HERMO** **PrestoMall** **Shopee**

Cross-border sale of clients' products into ASEAN market

### Major Achievements in ASEAN

**Panasonic** Sale of Panasonic enloop on "Lazada" in Thailand

**SONY** **VITABIOTICS** **Spa treatment**  
**CASIO** **Koh Gen Do**

**Services for the North American Market** transcosmos America

transcosmos America offers a diverse range of services to help your e-commerce business. On top of developing your websites, and managing and operating product listing on Amazon and other local e-commerce marketplaces, we also conduct market research, ensure legal compliance, carry out digital marketing, run social media marketing, deliver customer support, and more. If you don't have a business location in the U.S, we help you enter the North American market as your sales agent via the consignment inventory model.



**Related services**

**Online & Offline Marketing**

Online ads: Google, Facebook, Amazon, and more. Content marketing: Influencer, external links to different contents, social account management, microsite, email, etc. Offline ads: OOH (digital signage) and b8ta - experience-driven outlets.



**Market Research & Legal Compliance**

Home use test. Send in-store sales agents / researchers. State-by-state legal & tax compliance.

**Logistics & Fulfillment**

Return & Exchange / Repair. Cross-border shipping to neighboring countries. Custom packing & gift packaging.

**Major Achievements in North America**

As a sole sales agent in the US, transcosmos helped VAIO® enter the US market. Continues to assist VAIO® in online + offline B2C and B2B marketing & sales.

**Services for Latin America Markets** transcosmos America



**Major Achievements in Latin America**

**transcosmos Group's E-Commerce Outsourcing Companies**

One of the Best E-Commerce One-Stop Services Companies in Europe and the United States



A NASDAQ-listed company offering e-commerce one-stop services in the United States. In addition to offering fulfillment and customer support services at their own warehouse, PFSweb delivers a wide range of services that include payment processing, e-commerce system development and sales promotions.

A European e-commerce system solutions company



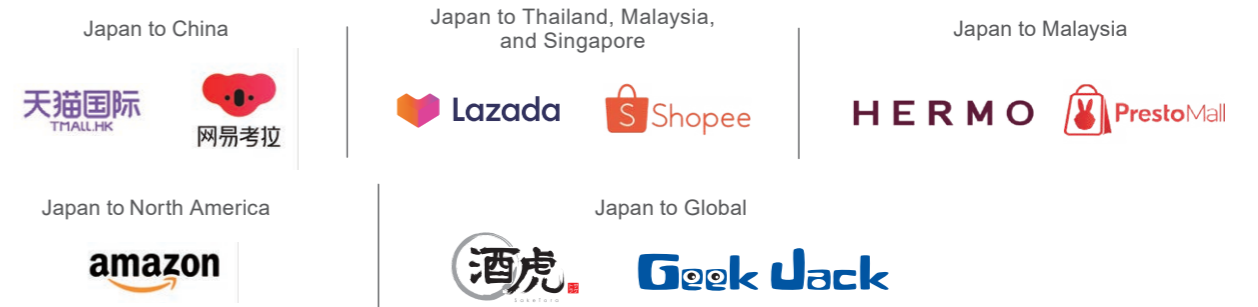
A Swedish e-commerce system solutions company with a track record of developing e-commerce website on "Magento," the global standard open e-commerce platform, for over 400 companies. The winner of 2015 EMEA (Europe, Middle East, and Africa) E-Commerce Partner Of The Year Award.

**Cross-Border E-Commerce**

Cross-border e-commerce market value was 1.3 trillion yen in FY 2017; in 2021, it is expected to be doubled to over 2.85 trillion yen (from "FY 2017 Market Research pertaining to Electronic Commerce Business" by Ministry of Economy, Trade and Industry). In addition, due to the popularity of internet and improvement of logistics infrastructure in ASEAN countries as China Plus One, the ASEAN market is expected to grow rapidly.

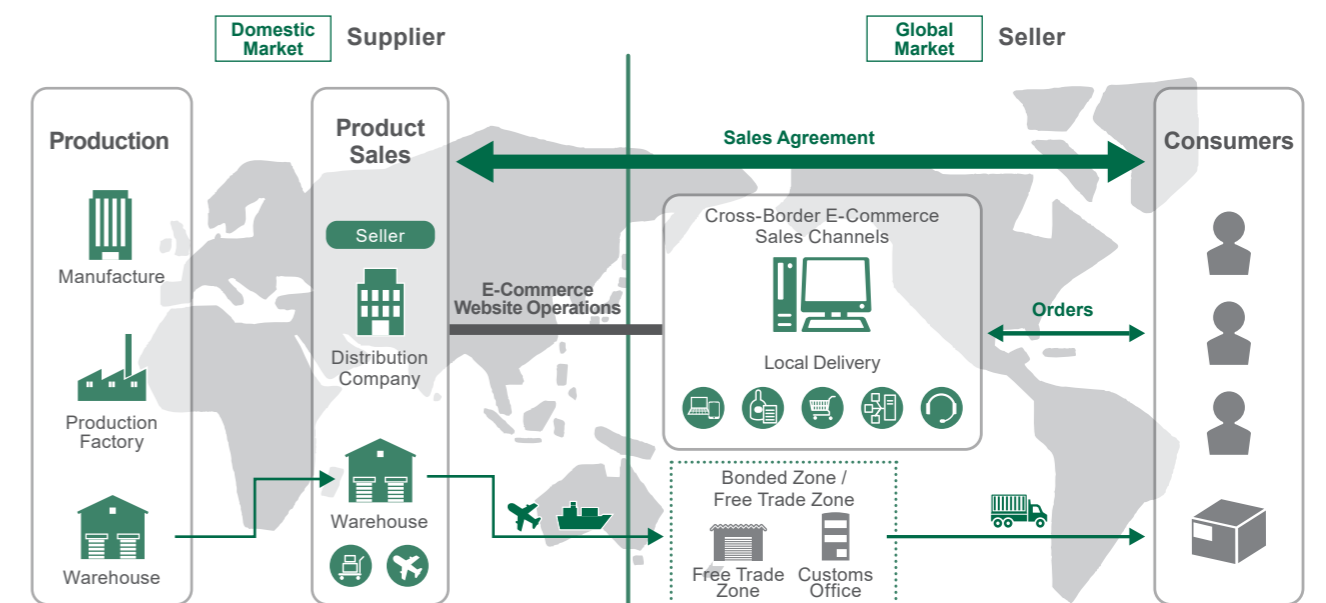
**transcosmos's Cross-Border E-Commerce Channels for Japan, China, and ASEAN Markets**

transcosmos provides cross-border e-commerce websites for Japan, China, and the ASEAN market and sells high-quality products to local consumers



- **Unique sales approach, leveraging local subsidiaries' expertise in business practices in respective market**  
Understanding the local market, transcosmos sources products that meet local needs and executes effective branding & marketing initiatives to expand sales.
- **Pipeline with prominent local sales channels**  
Leveraging prominent local cross-border e-commerce sales channels as well as its own, transcosmos maximizes sales volume for its clients.
- **International logistics, leveraging E-Commerce One-Stop Center**  
transcosmos's E-Commerce One-Stop Center realizes the optimum international logistics for consumers around the globe, capitalizing on its expertise in international logistics including customs, laws and regulations, delivery scheme, etc.
- **Cross-border e-commerce business operations**  
Provides end-to-end services from e-commerce website development and operation, order management, customer support to international logistics, capitalizing on its know-how on international e-commerce business operations.

**transcosmos's Cross-Border E-Commerce Business**

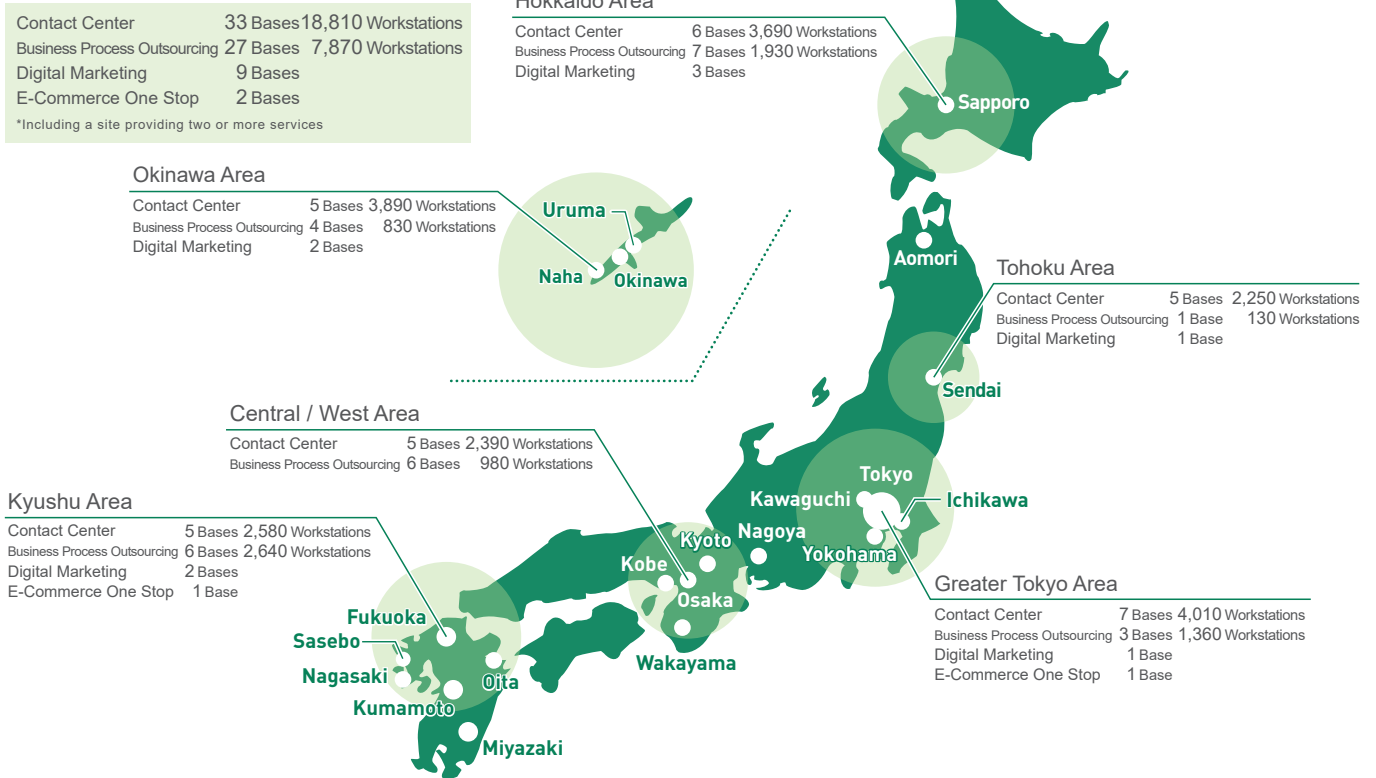




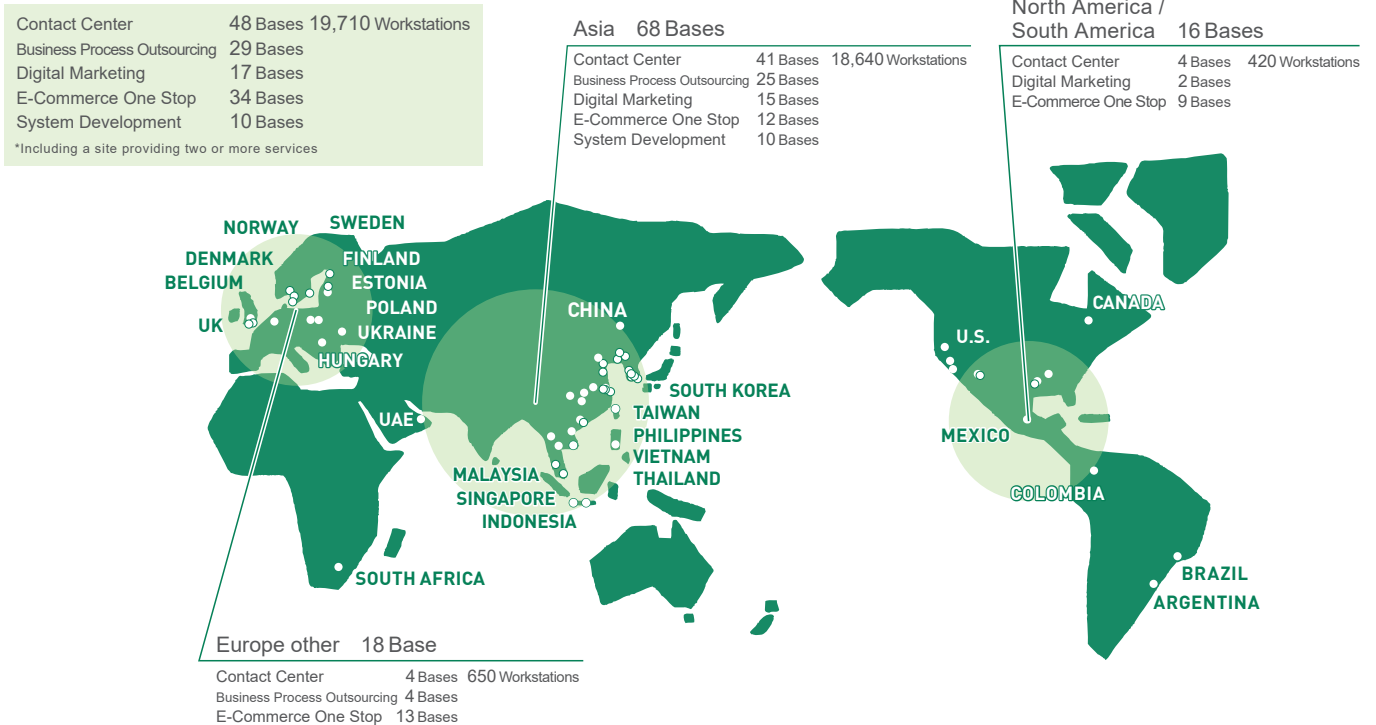
# transcosmos service network

28 Countries/regions  
169 Bases

## Japan 67 bases



## Global 102 bases across 27 countries/regions



As of March 31, 2022



transcosmos inc.

Contact Us

[g\\_sales@trans-cosmos.co.jp](mailto:g_sales@trans-cosmos.co.jp) [www.trans-cosmos.co.jp](http://www.trans-cosmos.co.jp)

\* We provide a multitude of various other services. If you have any questions or comments, please feel free to contact us at any time.  
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