



E-SERVICES GROUP

DISPATCHER



 esg@eservicesgroup.com

DISPATCHER SERVICES:

OPTIMISED GLOBAL SHIPPING
GLOBAL WAREHOUSING
WEB-BASED INVENTORY MANAGEMENT
RMA
TAXES & DUTIES
CUSTOMER SUPPORT



ABOUT US: ESG

E-Services Group (ESG) empowers brands, manufacturers and eCommerce sellers to grow their business and capture overseas markets through our innovative eCommerce solutions. Headquartered in Hong Kong, with offices in China, Singapore and Taiwan and fulfilment centres throughout Asia, Europe, North America and Australia, we're able to deliver our solutions to over 185 countries around the world.

E-COMMERCE EXPERTISE

Founded in 2002, we've spent the past 15 years growing in size, knowledge, and expertise to establish ourselves as the best in the business. We pride ourselves on our contribution to the growth of eCommerce across a broad client base.

GLOBAL PARTNERSHIPS

We're passionate about growing global eCommerce by partnering with industry-leading businesses. Each of our Partners is carefully chosen to provide best-in-class service to our clients and their customers.

WORLD-LEADING TALENT

Our team comes from all over the world, and our strength and diversity is what drives us forward. We work as a team to identify our individual strengths so we can apply a unified skill set to all aspects of our work.



OVERVIEW: DISPATCHER

Dispatcher is an end-to-end global fulfilment solution designed to help businesses ship their products to every corner of the world to increase sales and drive cross-border growth.

Leveraging on ESG's global network of warehouses, solid partnerships with global and regional couriers, proprietary inventory management technology, and eCommerce expertise, Dispatcher enables businesses to sell and ship their products to customers around the world without restrictions or limitations.

To enhance their cross-border selling and shipping efficiency, Dispatcher clients enjoy a fully comprehensive service package tailored their requirements and their customers' needs. Each of the Dispatcher services specifically target the complexities associated with cross-border shipping to deliver a consistently flawless fulfilment solution.

Today, we have over 150 Dispatcher clients, shipping 10,000 orders a day to 185 countries around the world.

DISPATCHER: SERVICES



ACCOUNT MANAGEMENT



OPTIMISED GLOBAL SHIPPING

Cost and time optimised shipping to every corner of the world



WEB-BASED INVENTORY MANAGEMENT

Fully integrated systems to manage all inventory from one online location



GLOBAL WAREHOUSING

Global warehousing solutions tailored to client requirements and priorities



RMA

Localised and customisable global returns service across all markets



TAXES & DUTIES

Optimised cross-border fees and hassle-free customs clearance



CUSTOMER SUPPORT

Multi-channel, multi-lingual customer support in local time zones

DISPATCHER: HOW IT WORKS



1
Client sends inventory to ESG's warehouse(s) ahead of orders.



2
Customer places order through Client's online sales platform.



3
Order is synched into ESG's IMS - Dispatcher Management (DM).



4
DM allocates stock and shipping fees based on Customer's location.



5
DM selects the most cost and time efficient shipping route.



6
ESG takes care of pick & pack and dispatch via courier partners.



7
Customer is given real-time tracking details throughout shipment.



8
Order is delivered on time, directly to Customer's door.

SERVICES:

OPTIMISED GLOBAL SHIPPING

We use intelligent shipping routing technology to optimise our shipping solutions based on the needs of our clients and their customers.

We understand that different clients have different priorities when it comes to selecting the most appropriate shipping route, and we customise our shipping solutions based on these individual priorities.

All of our shipping solutions can be tailored to suit:

- ✓ cost sensitivity
- ✓ time sensitivity
- ✓ dangerous goods
- ✓ heavy goods



SERVICES:

GLOBAL WAREHOUSING

We have warehousing facilities located all around the world, enabling us to deliver truly global logistics solutions. We advise on which of our warehousing facilities to fulfil from based on product type, manufacturing location and tax and duty regulations of the final shipping destination.



10
WAREHOUSE
FACILITIES



8
GLOBAL
LOCATIONS



163,000m²
TOTAL FLOOR
SPACE



244,500
DAILY ORDER
CAPACITY



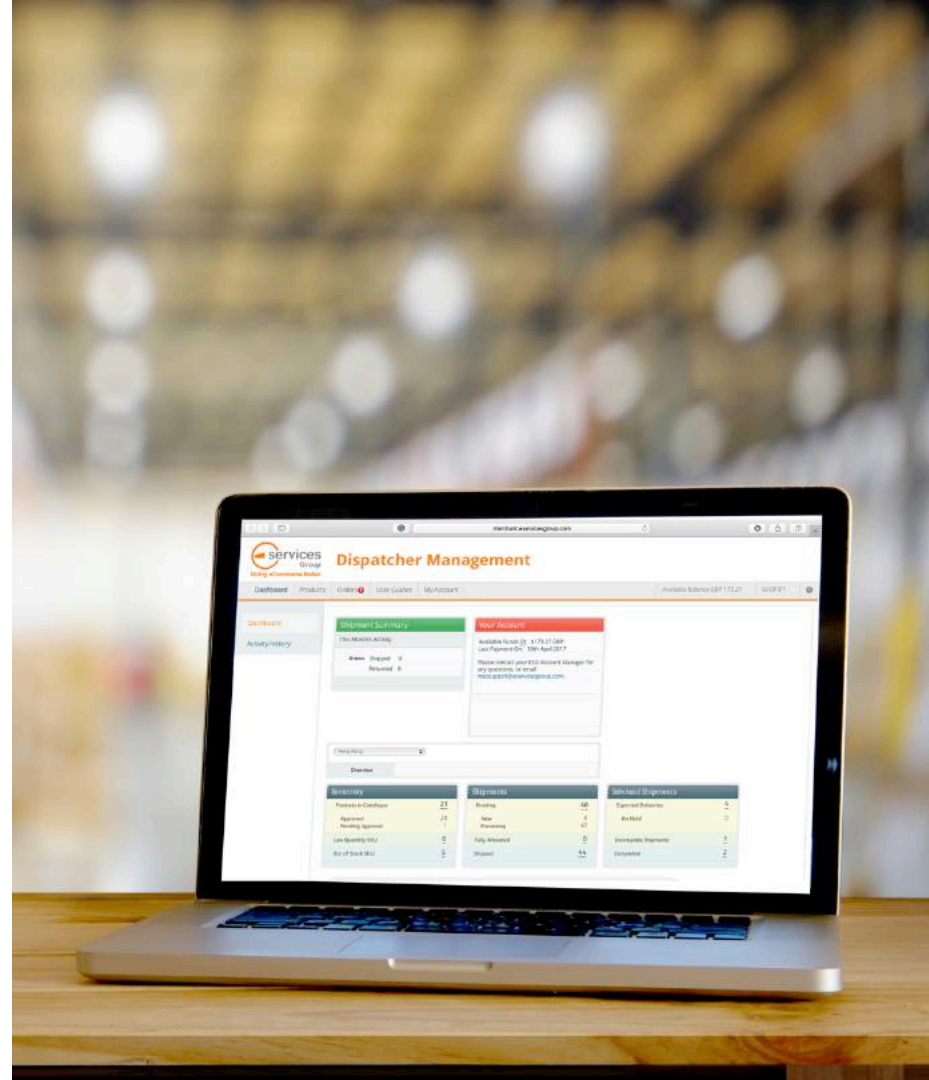
SERVICES:

WEB-BASED INVENTORY MANAGEMENT

We've developed a user-friendly inventory management system – Dispatcher Management – that provides an easy way to manage inventory for all online sales channels and across multiple warehouses, from one online location.

With Dispatcher Management, our clients have full visibility and control of their inventory and shipments. From a location and device of their choice, clients can ship their inventory to our warehouse, ship orders out to customers, track order status and more.

Fully integrated with the biggest eCommerce platforms, Dispatcher Management is the one-stop solution for simple, savvy inventory management.



SERVICES:

RMA

We provide a localised global returns service that can be customised based on our clients' priorities:

TIME SENSITIVITY

Getting goods returned via the most time efficient route for either the client, customer or both.

COST SENSITIVITY

Getting goods returned via the most cost efficient route for either the client, customer or both.

CUSTOMER EXPERIENCE

Providing the customer with the most convenient returns service to deliver an enhanced shopping experience.

Depending on their priorities, our clients can opt for one or all of the following services from any of our global warehouses:

- ✓ Returns receiving and processing
- ✓ Goods inspection and back-to-stock
- ✓ Return pick-up from customer
- ✓ Certified product disposal

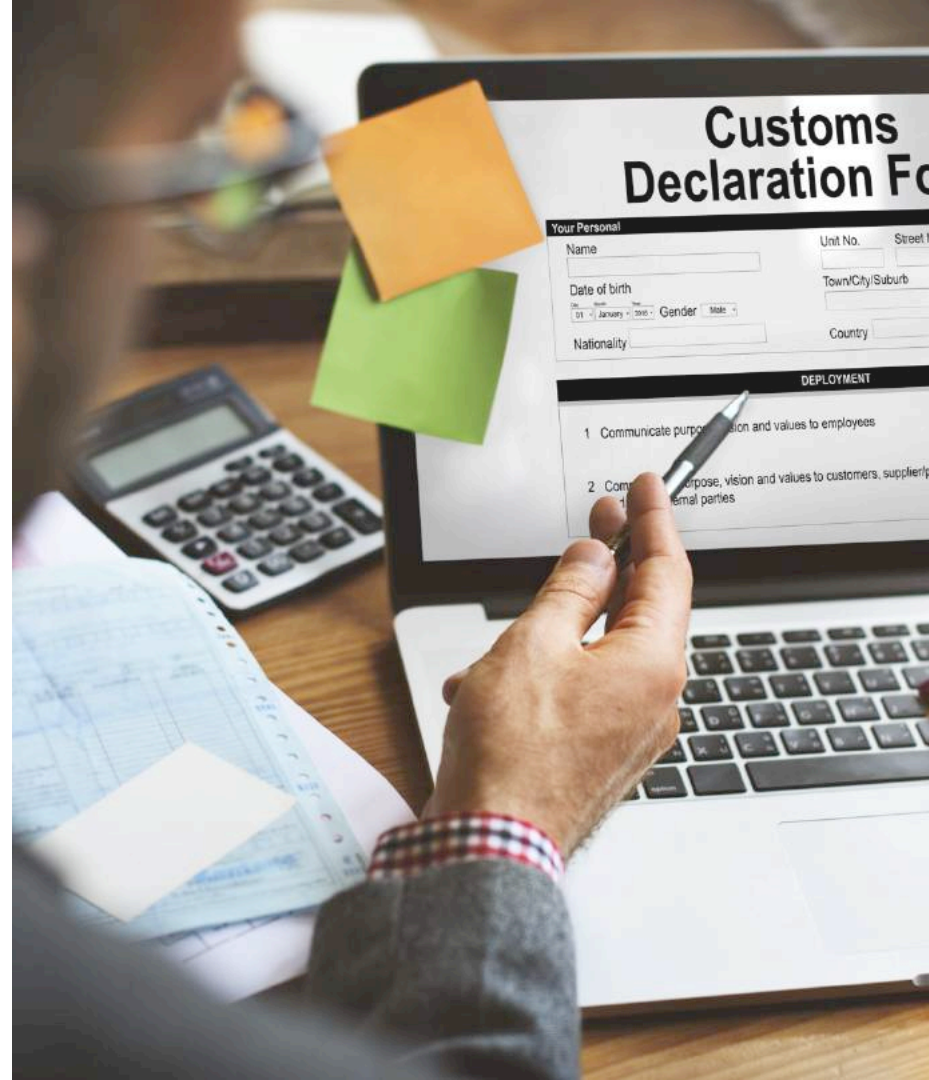


SERVICES: TAXES & DUTIES

Our team of logistics experts advise on country specific import regulations to identify and optimise the most appropriate shipping and warehousing solutions for our clients.

We take care of customs declarations and customs clearance paperwork as well as the pre-payment of applicable duties and taxes to provide a hassle free cross-border experience.

These services reduce the risk of unexpected border charges and delays to ensure that our clients' logistics plan remain on budget and their shipments are delivered on time.



SERVICES:

CUSTOMER SUPPORT

We provide fully localised customer support solutions designed to increase customer satisfaction, boost retention rates and drive online sales.

Our team of multilingual customer support professionals are experts in generating high-value shopping experiences for customers around the world.

- ✓ Multi-language
- ✓ Multi-channel
- ✓ Multi-time zone
- ✓ 24 hours a day

With streamlined communication channels between Client, Customer, Account Manager and warehouse staff, our customer support team can respond to customer queries quickly and efficiently.



DISPATCHER: PARTNERS & CLIENTS

PARTNERS

ESG partners with world-renowned couriers to ensure the quality of our fulfilment solutions. Each of our courier partners are carefully selected to deliver best-in-class service to the end customer.

These partnerships give us exclusive advantages when it comes to pricing and turn-around times, all of which directly benefit our clients and their customers.



CLIENTS

ESG works with a diverse selection of clients across a wide range of industries- electronics, furniture, fashion, toys & games, beauty and more.

We appreciate that when it comes to eCommerce, there's no such thing as one-size-fits-all, which is why we tailor each of our services to suit the specific needs and requirements of our clients.



DISPATCHER: WHY CHOOSE IT?



WHY YOU NEED A PROFESSIONAL FULFILMENT PROVIDER

A professionally executed fulfilment plan is at the heart of successful eCommerce. In order to operate successfully in the global market, you must be able to deliver a consistently flawless order fulfilment service to each and every customer, in each and every market that you're selling in.

Dispatcher enables you to do just that.

- ✓ Best shipping and processing rates in the industry
- ✓ Fast turnaround time and speedy delivery
- ✓ Global network of warehouses with local fulfilment options
- ✓ Solid partnerships with global and regional couriers
- ✓ Dedicated Account and Operations Management team
- ✓ Close proximity to China; the world's largest manufacturing hub
- ✓ Transparent pay-as-you-go pricing

E-SERVICES GROUP: OTHER SERVICES



EXPANDER

Introducing Expander: A fully managed eCommerce plug-in providing sellers with a fully localised checkout experience for their customers in over 180 countries worldwide.

- ✓ Translation and localisation of website content
- ✓ Local currencies and payment options
- ✓ Local customer support service
- ✓ Global fulfilment options



ACCELERATOR

Introducing Accelerator: A fully managed multi-channel online sales solution providing sellers with the support and resources to set up and operate online stores on leading global marketplaces.

- ✓ Marketplace Shop-In-Shop set up and operation
- ✓ Content management and localisation
- ✓ Listing creation and optimisation
- ✓ Marketplace insights and promotions



WORLD ECOMMERCE +

Introducing WE+: A comprehensive services package providing sellers with exclusive introductions and fast-track onboarding to leading online global marketplaces.

- ✓ Product evaluation and strategy assessment
- ✓ Exclusive introduction to marketplaces
- ✓ Enhanced onboarding process
- ✓ Marketplace insights and best practices



STAY WITH US

HONG KONG

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SINGAPORE

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CHINA

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