

ZEOS

International warehousing

This session will start in the
next few minutes.





Hello, my name is Max. I work as a Functional Lead for Zalando Fulfillment Solutions (ZFS) at ZEOS, Zalando's B2B unit that powers Zalando Logistics Solutions.

For the second half of this session, I will be joined by **Jonny Hofberger, Director of Sales at Taxdoo.**



In the last 15 minutes, we will **answer your questions during the Live Q&A.**

Write your questions in the **questions module** in the bottom right corner of your screen.





Important: ZEOS is not a tax nor legal advisor.

All of the information
is provided as a guideline
and must be validated
with licensed advisors.



You might know International warehousing as
ZFS International Outbound or the
ZFS International Program.

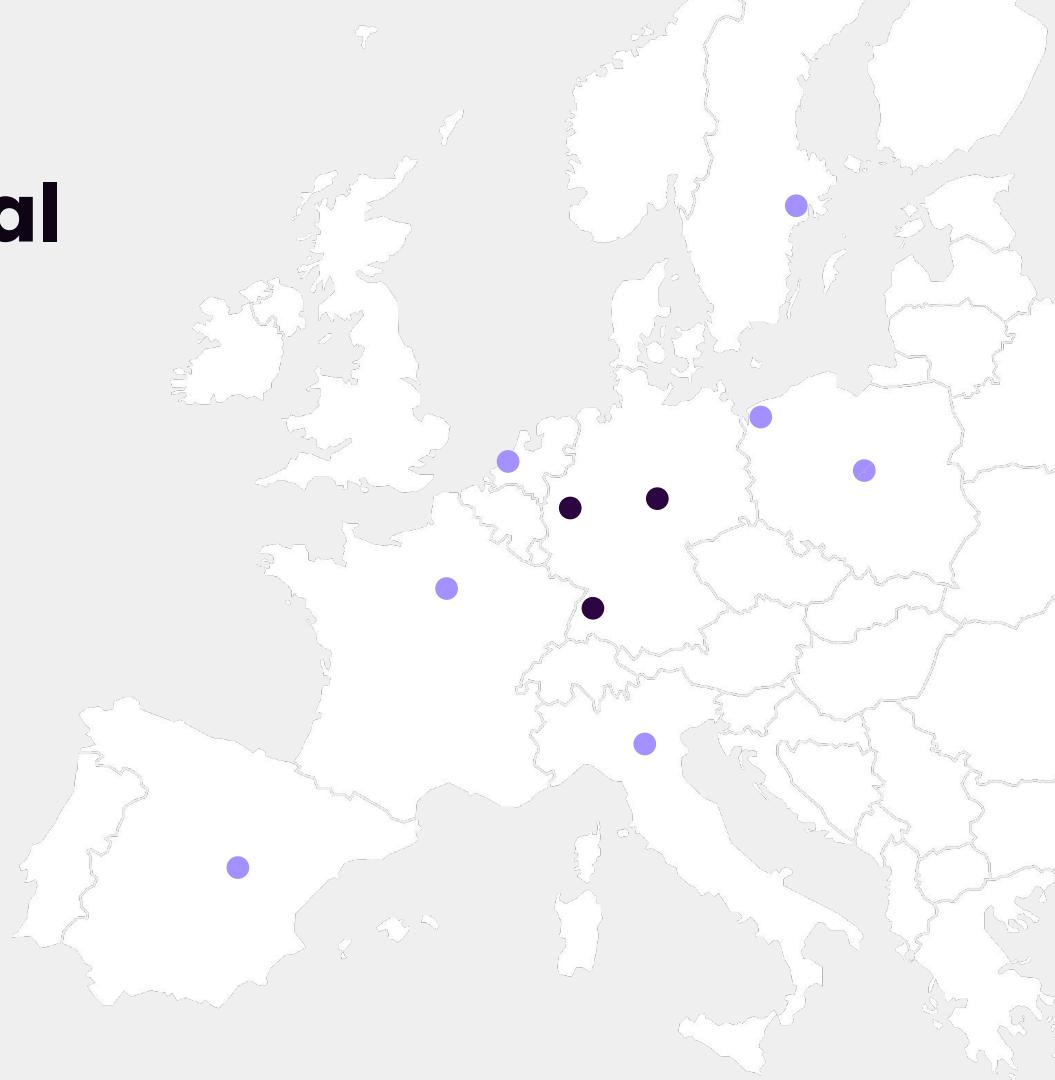
In short, it is a solution designed to enable ZEOS
to **ship customer orders from the local (i.e.
non-German) warehouses in our network.**

What is International warehousing?

In **your current setup**, all customer orders are fulfilled from our three main fulfillment centers in Germany: Mönchengladbach, Lahr and Erfurt.

With International warehousing, you **unlock seven additional fulfillment centers** across Poland, Italy, France, Spain, Sweden and the Netherlands.

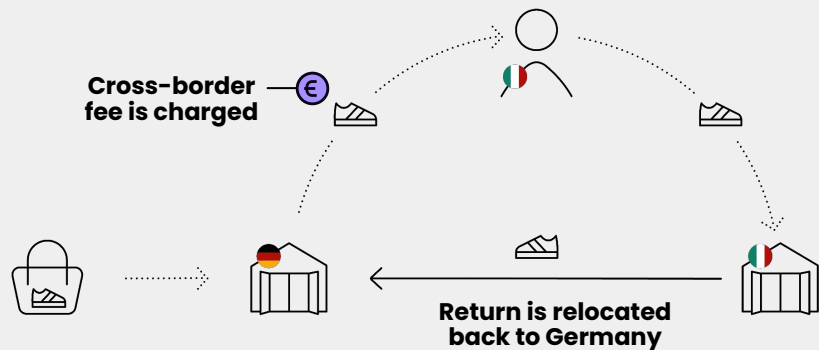
- German fulfillment centers
- Non-German fulfillment centers





Optimize your operations with **International warehousing**

German warehousing



International warehousing





You will see the difference, **and so will your customers**

No more cross-border fees

Save costs on orders that are shipped across the borders.

Get returns back online quickly

Reduce time to online from an avg. 8-10 days to **2-5 days** in the local market.

Faster customer delivery

~**80%** of orders in warehousing countries are delivered within **48 hours**.



You will see the difference, **and so will your customers**

Increase your stock turnover

Sell returns again quickly in the local market. Increase stock turnover and reduce your storage fees.

Improved inbound flexibility

Increasing available inbound capacities and appointments at our hubs in Germany, Poland, and Italy.

Optimize your stock distribution

Distribute your stock based on regional customer demand. Increase sales effectiveness and turnover rates.



Cross-border fees explained

A cross-border shipping fee is charged for each outbound item that is **dispatched from Germany to a market where Germany is not the primary region to fulfill that market.**





For example, let's say you currently have not enabled our Swedish fulfillment center. That means **you are paying cross-border fees for all customer orders to Denmark, Finland, and Sweden.**

Once you've enabled this location, you won't pay cross-border fees, even if a customer order has to be shipped from Germany due to stock availability.



Cross-border fees

Primary markets fulfilled

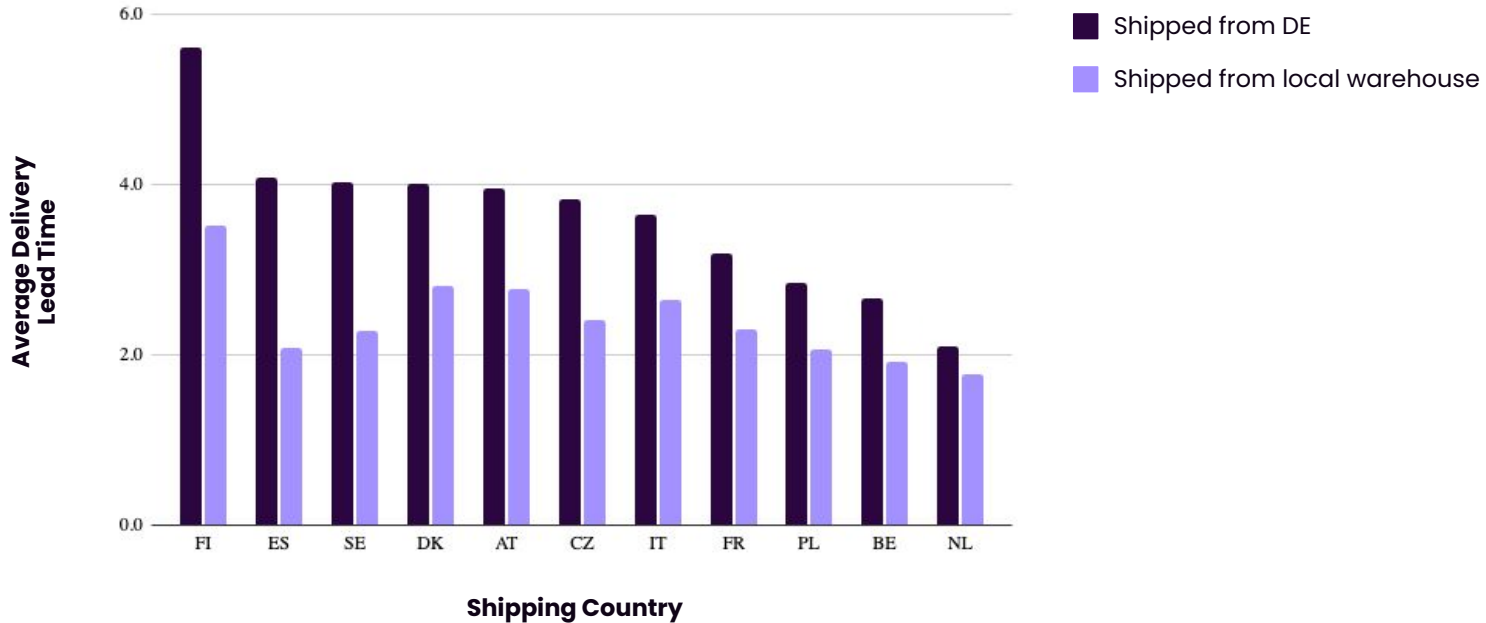
Fulfillment centers	Primary Markets Fulfilled <i>(as of 2024)</i>
Germany	DE, AT, IE, CH
The Netherlands	BE, NL
Poland	PL, CZ, LT, LV, EE, SK, HU, RO
Italy	IT, SI, HR
France	FR
Sweden	DK, FI, SE
Spain	ES



Heads-up: After today's webinar, you will receive an email with the session slides attached.



Improving customer delivery lead times





Get closer to **your customers**

By enabling our fulfillment center in Spain,
~69% of customer orders in this market
are delivered **within 48 hours**.

Compared to **~4%** with our German
warehousing solution.





“We have launched 22 new markets with Zalando in less than 5 months.

After that we decided we need to be closer to our customers, so we have enabled International warehousing, which allows us to ship from localized fulfillment centers, for example in the Netherlands or Sweden.

Before, the estimated delivery to the Netherlands was 3–5 days. Currently, our Dutch customers are getting their order the next day.”

Radomir Kiepas, Kazar





Boost your **conversion rates**

In addition, internal data shows that **estimated lead-times significantly impact conversion rates.**

An internal study conducted in 2022 showed that by lowering the estimated delivery at check-out by just 1 day, **cart conversion rates increased by up to 27%.**



What is required from you

1

VAT Registration

Valid VAT registrations are required for each country where you choose to enable an additional fulfillment center.

2

Tax Reporting

Sale of goods must be included in VAT returns filed in each country where a fulfillment center is located, for the goods sold from that country.

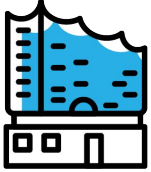
3

Intrastat Reporting

The reporting of movement of goods from one EU state to another must be presented to the local authorities in Germany, as well as each country where a fulfillment center is enabled.



figures & facts



Hamburg,
> 160 Taxis



> 2.500
Online Merchants



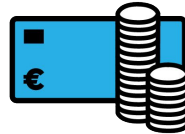
> 1.000
Tax Advisors



Certified
DATEV Partner



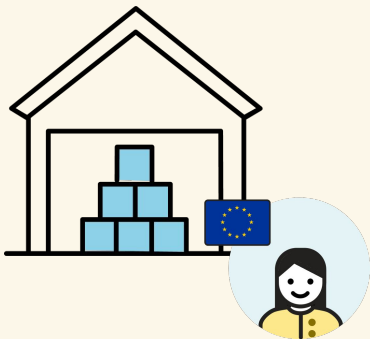
> 240 Mio
Orders



> 8 billion €
GMV in 2023



Challenges



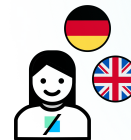
**EU sales +
EU warehouse**



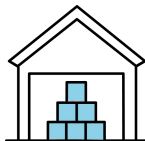
**Tax obligations abroad
(OSS and local declarations)**



**VAT ID
registration**



**Tax representation
abroad**



**Legally compliant
documentation of
storage in the EU**



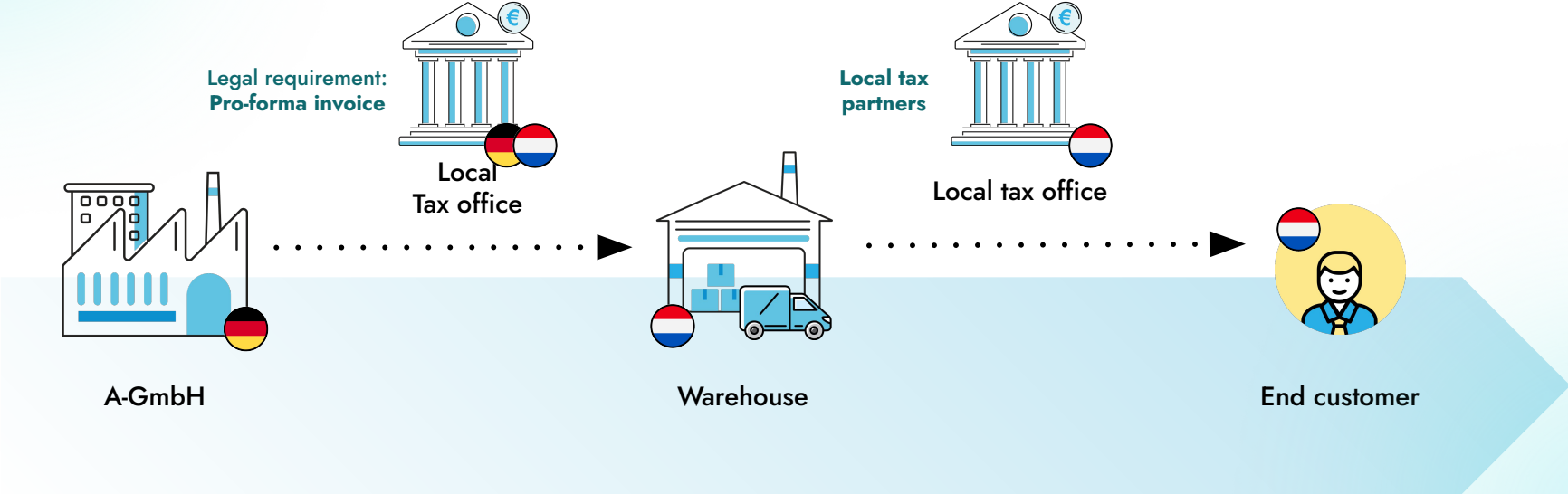
**Transfer data from
various channels to
Accounting Software**



**Reconciliation of orders,
fees, and payments**

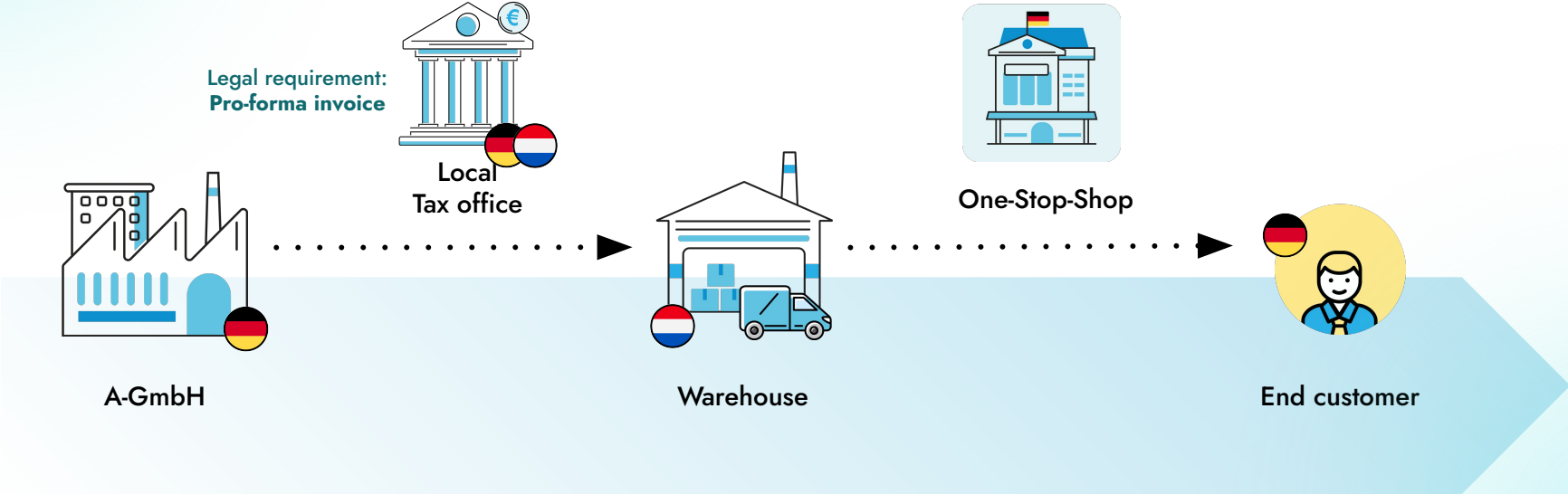
Case 1

Intra-Community movements & local sales



Case 2

Intra-Community movements & long-distance sales **B2C**



Automation of your VAT compliance and accounting



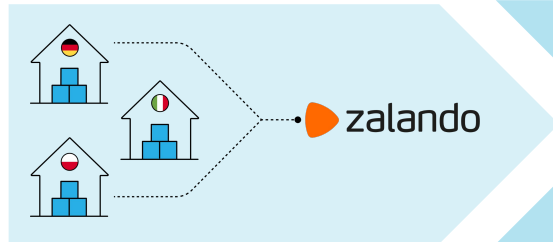
Taxdoo offers an **all-in-one solution** for the preparation of your **international VAT obligations** and **accounting**



Applicable for **Zalando Fulfillment Solutions (ZFS)** and **International warehousing**

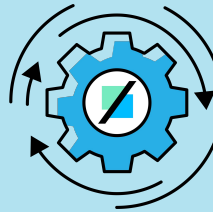
1

Automatic Data Import



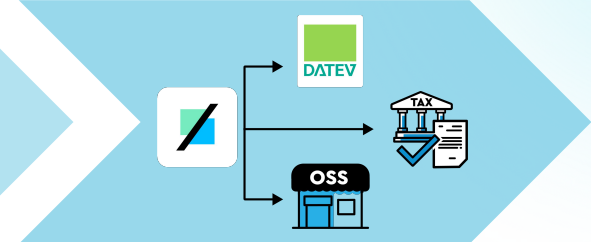
2

Taxdoo's Data Evaluation



3

Taxdoo's Exports

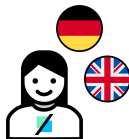


Our Solution at a glance

Taxdoo's Product & Services



Local VAT registration and filings in all relevant Countries with own Tax Advisor Network



German or English Onboarding and Customer Support



Automatic import of all transactions via a Zalando API



VAT evaluation of every single transaction



Accounting export with all Sales & Refunds for your Accountant



Generation of tax relevant documentations (e.g. Pro Forma Invoices)



Cloud based Dashboard in order to track foreign tax obligations or reconcile Sales with VAT filings



SPECIAL ZALANDO DEAL

10% off the base fee for the first 12 months

Contact: sales@taxdoo.com

Your Start with Taxdoo

Local VAT Registrations as prerequisite for international VAT Compliance

THE SETUP



1



Boost your revenue and profitability with International warehousing

Contact the Taxdoo sales team

2



Contract Taxdoo for the preparational work

Local VAT Registrations in relevant Countries

3



Complete Taxdoo Onboarding

Connect your Zalando Account and upload your purchase prices to Taxdoo

4



Activate International warehousing after receiving the local VAT IDs

Takes, on average, 8–12 weeks

5



Start storing goods in six additional countries

Enabling a quicker delivery to your customers outside of Germany.

Allocation of responsibilities

The ideal setup for an efficient and successful cooperation



Taxdoo's tasks

- ✓ Import all Sales, Refunds and transfers from Zalando
- ✓ Evaluate each sale, refund and transfer from a VAT perspective
- ✓ Generate tax relevant documentation such as the Pro-forma-invoice
- ✓ Communicate with Taxdoo Tax Advisor Network in International warehousing countries frequently
- ✓ Coordinate requests from foreign tax authorities
- ✓ Communicate with the Customer and translate foreign information requests
- ✓ Conduct local VAT registrations and filings



Your tasks

- ✓ Review your sales numbers monthly
- ✓ Pay the required VAT on time to local foreign
- ✓ Update purchase prices if necessary
- ✓ Provide Documents or information if required by Taxdoo

Let's start. Fill in your details and we'll schedule a meeting with you.





Your next steps

1

Determine which warehouses you wish to unlock

Which warehouses are relevant for you to unlock? What are the potential benefits (incl. savings) unlocking each location would yield?

2

Set-up your VAT registration in the relevant markets

Map-out the requirements you need to meet. Looking for a partner to support you with your VAT registration and tax filing? Check out [Taxdoo](#).

3

Inform the relevant Zalando or ZEOS contact

Once you have the relevant VAT registrations in place, confirm which warehouse you have chosen to enable with your account manager or Partner Care.



Live Q&A

Your questions
answered →



Thank you!

ZEOS



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