



Fulfillment Solutions

INTRODUCING

ZALANDO FULFILLMENT SOLUTIONS (ZFS)





ZFS purpose:

**ENABLING PROFITABLE PARTNER
GROWTH - OFFERING EUROPE'S
LARGEST E-COM FASHION
FULFILLMENT NETWORK**

ZFS AT A GLANCE - WE HAVE OVER 230 BRANDS SIGNED AND SHIPPING IN 15 COUNTRIES via ZFS

INDITEX

PULL&BEAR

MANGO

pimkie®

GUESS

next


TOM TAILOR

INDITEX

Bershka

INDITEX
stradivarius

BESTSELLER



motion fashion

RIVER ISLAND

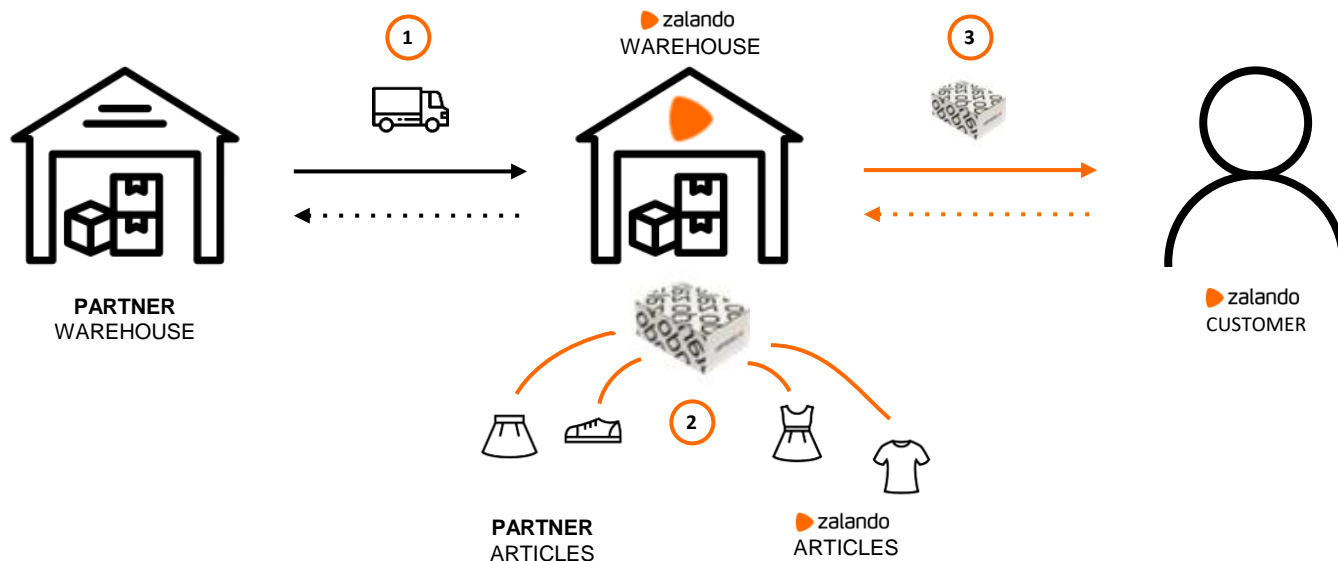
~12 million
orders shipped
2019

15
Countries

+230
Brands signed

+40%
PP Orders

HOW? - WE CONSOLIDATING CUSTOMER ORDERS TO INCLUDE ZALANDO ARTICLES AND YOUR ARTICLES IN ONE BOX



In this model,

- (1)** you deliver goods to our warehouse
 - (2)** once customer orders, ZFS bundles partner and Zalando articles into one parcel.
 - (3)** The entire fulfillment and return process is done by Zalando.
- You remain the owner of the goods along the entire process.

BENEFITS? - ZFS HELPS YOU OVERCOME FULFILLMENT CHALLENGES - COST SAVINGS, INTERNATIONALIZATION, WIDER ASSORTMENT

KEY CHALLENGES

**LIMITED
LOGISTIC
NETWORK**

**HIGH
SHIPPING
COSTS**

**HIGH CONSUMER
DELIVERY
EXPECTATIONS**

ZFS BENEFITS

**QUICK SCALING &
EASY INTER-
NATIONALIZATION**

**LOWER COSTS
AND HIGHER
PROFITABILITY**

**HIGH CUSTOMER
SATISFACTION**

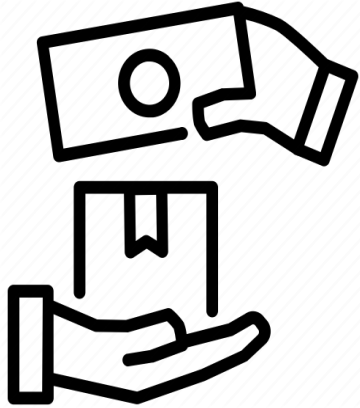
All ZFS countries in 1 go*

*25-30% lower logistics
costs*

@Zalando standard

*Excluding NO

ADDITIONAL BENEFITS? - ACCESS TO CASH ON DELIVERY MARKETS, ZALANDO PLUS CUSTOMERS & EXPRESS DELIVERIES



CoD IN IT, ES & PL

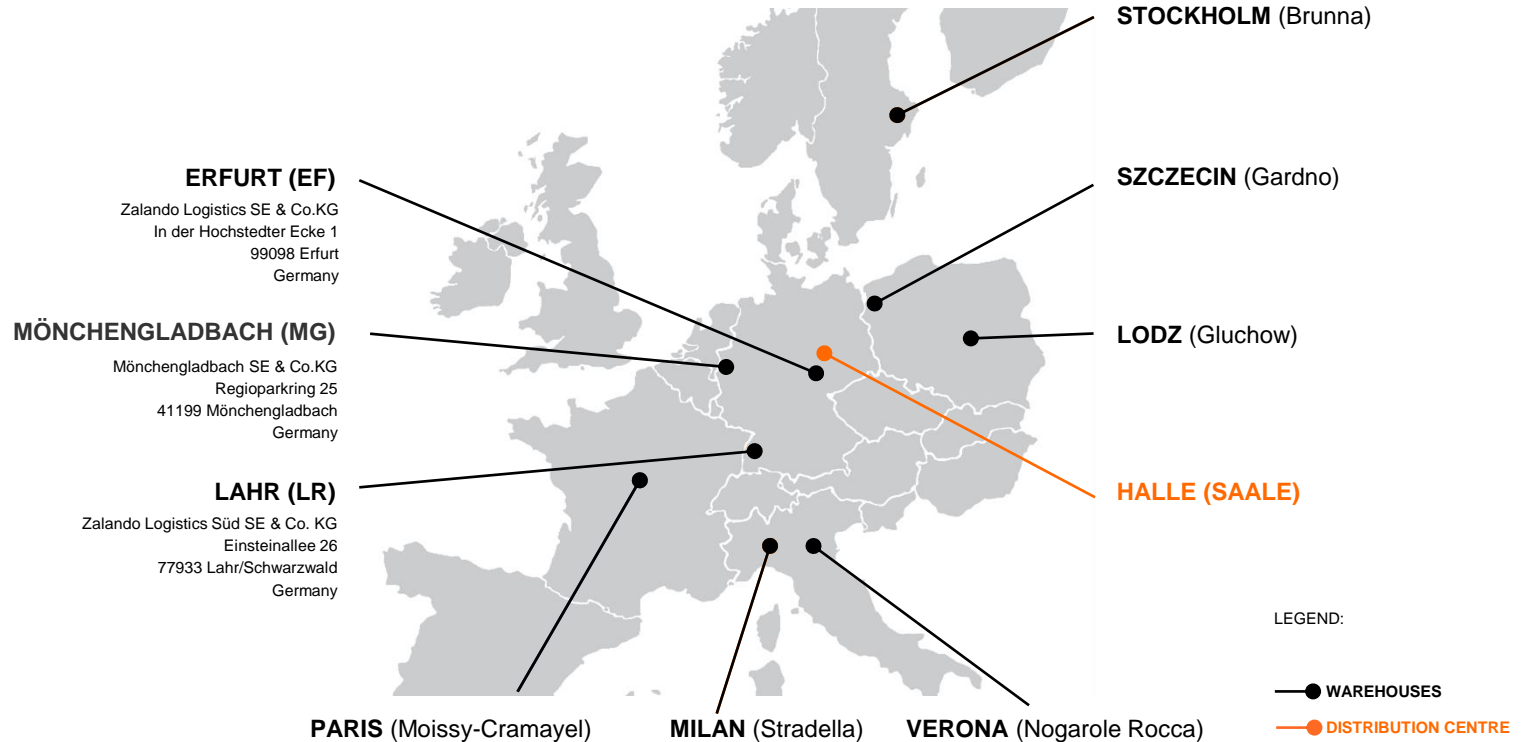


**MOST VALUABLE
CUSTOMERS**



**SAME DAY AND
EXPRESS DELIVERY ***

HOW DO ZFS DELIVERIES WORK? DELIVERIES TO CAN BE SENT TO THE DISTRIBUTION CENTRE OR THE OTHER 3 GERMAN WAREHOUSES

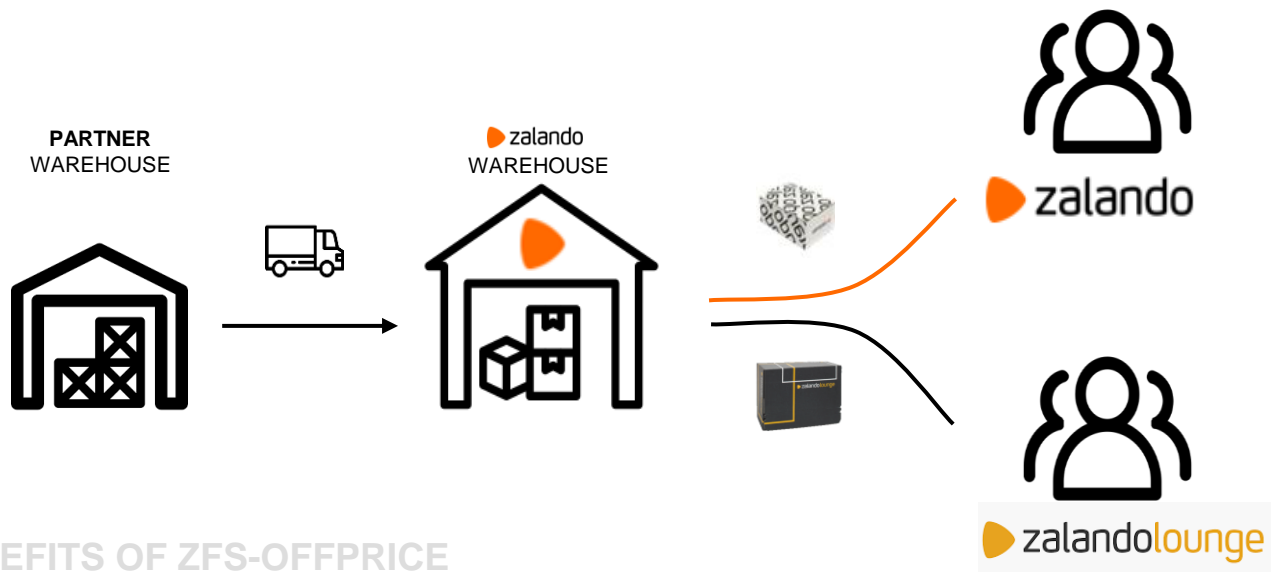


HOW IS ZFS PRICING STRUCTURED? SIMPLIFIED PRICING STRUCTURE - STORAGE, OUTBOUND SHIPPING & RETURNS SHIPPING

STANDARD SERVICE				
Inbound VAS*	Storage	Outbound Shipping (incl. Warehouse processing)	Returns Shipping (incl. Returns processing)	Returns to Partner processing
Re-labelling	Storage per day	Inbound processing (receive and Stow)	Shipping from customer	Receive
Re-packing		Outbound processing (Pick, sort and pack)	Categorizing	Stow
Material		Shipping to customer	Returns Refurbishment (cleaning/ ironing)	Pick
		Packaging & fill material	Re-packing & relabeling	Short pack
Delivery note & return label				

Note: *Only invoiced if individual article packaging is non-sellable at delivery

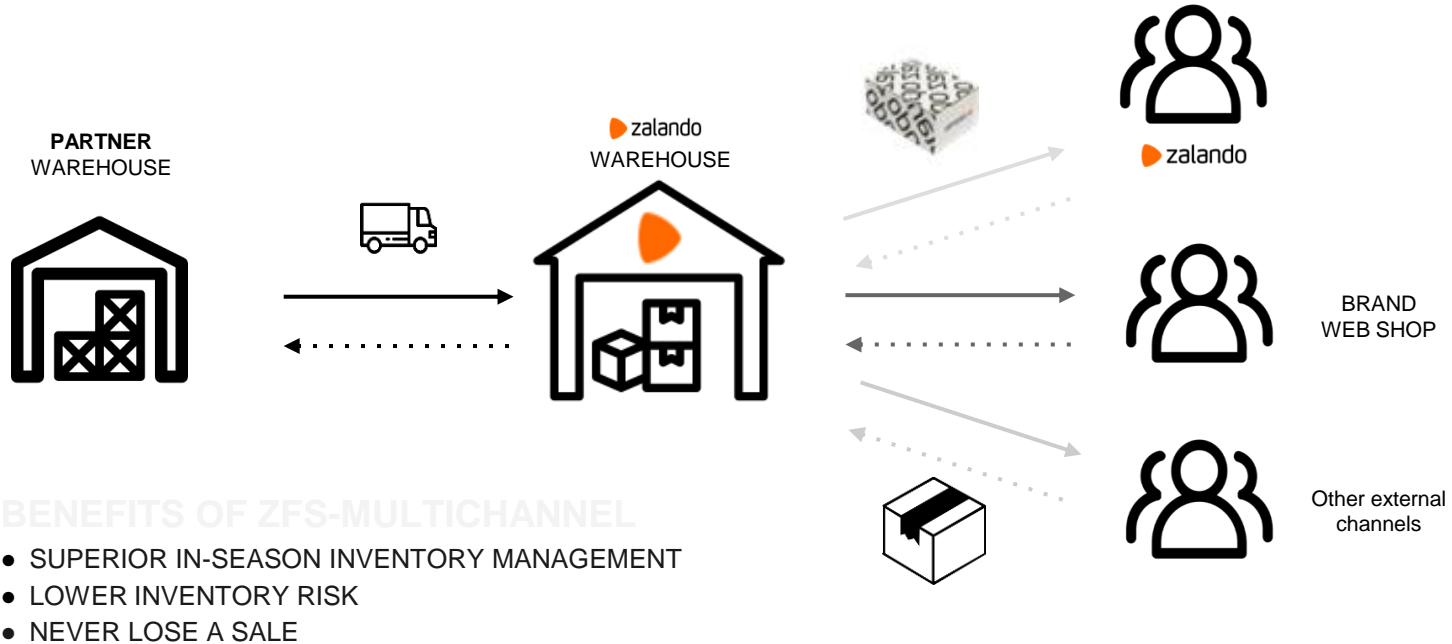
WHAT'S NEW? - YOU CAN CONNECT ZFS STOCK TO OFFPRICE TO MANAGE OUT-OF-SEASON INVENTORY AND TO GENERATE ADDITIONAL SALES



BENEFITS OF ZFS-OFFPRICE

- BETTER INVENTORY MANAGEMENT
- DECREASING INVENTORY RISK
- ADDITIONAL REVENUES
- ONE-STOP SERVICE

WHAT'S NEW? - MULTI-CHANNEL FULFILLMENT TO FULFILL MORE THAN JUST ZALANDO ORDERS. FULFILLING ORDERS FROM OTHER PLATFORMS





**IF YOU ARE LOOKING TO EASILY INTERNATIONALIZE
ACROSS EUROPE AND SAVE ON LOGISTICS COSTS -
PLEASE CONTACT ME DIRECTLY IN ENGLISH OR GERMAN
TO LEARN MORE ABOUT ZFS**





Lamla Matiwane

Snr Sales Manager - Zalando Fulfillment Solutions (ZFS)

lamla.matiwane@zalando.de

+49 (0)152 2150 8403

ZFS WILL ONLY TAKE OVER WAREHOUSING; FULFILLMENT & RETURNS

	Partner Program	PP & Zalando Fulfillment
Stock ownership	ZALANDO PARTNER	ZALANDO PARTNER
Article selection	ZALANDO PARTNER	ZALANDO PARTNER
Image and content creation	ZALANDO PARTNER	ZALANDO PARTNER
Pricing	ZALANDO PARTNER	ZALANDO PARTNER
Payment	 zalando	 zalando
Customer service	 zalando	 zalando
Warehousing & fulfillment	 zalando	 zalando
Return fulfillment	ZALANDO PARTNER	 zalando