



Media Release

Ninja Van Officially Launches in Philippines

Technology-enabled logistics company now driving e-commerce deliveries in the Philippines

Philippines, 28 February, 2018 – Ninja Van, Southeast Asia’s technology-enabled logistics platform, has officially launched their operations in Philippines. The company is known for offering competitively-priced hassle-free delivery solutions, real-time tracking systems and flexible options to e-commerce merchants, brick-and-mortar retailers and small-medium online sellers.

“The Philippines is an archipelago which is made up of over 7,000 islands. The sheer size and geographic complexity of the country presents challenges in ensuring efficient and timely deliveries. By utilising our proprietary technology and algorithms, Ninja Van Philippines is able to better optimise routes and fleet management and plan for our increasing volume of deliveries. We take the ‘hassle out of the parcel’ for our e-commerce retailers and online sellers by tailoring a range of solutions for them so they can achieve even greater customer satisfaction,” says Martin Cu, Country Head of Ninja Van Philippines.

Apart from Philippines, Ninja Van also operates in 5 other markets across the region – Singapore, Malaysia, Indonesia, Vietnam and Thailand. After the successful conclusion of its Series C funding round in late January 2018, the capital raised will be used to boost the growth and expansion of its business in Philippines too.

“Testament to Ninja Van’s capability of providing efficient and timely deliveries is the huge volume of deliveries we managed for our major e-commerce clients during the Christmas season last year. The recent capital raised from our Series C funding will be used to expand our presence in the provincial areas and scale up our resources to provide a superior experience for all our sellers and customers in the Philippines,” says Martin Cu.

TECH-ENABLED PROPRIETARY SYSTEMS AND CUSTOMISED SOLUTIONS FOR BUSINESSES OF ALL SIZES

Ninja Van Philippines has been offering delivery services to our customers since August 2016 and this has been supported by our fleet of over 1,000 riders. The technology-enabled logistics company has established partnerships with e-commerce clients like Lazada, KimStore, Human Nature, Peshoppe and BeautyMNL. Ninja Van Philippines delivers to 80% of the population in the Philippines and covers more than 40 provinces in the country.

As part of its hassle-free delivery promise to customers, Ninja Van Philippines offers sellers access to its proprietary shipper dashboard which allows them to book and manage all their delivery needs, reserve pick-up timeslots and monitor their shipments.

Customers can track their packages in real time via the website - <https://www.ninjavan.co/en-ph/>. They can also enjoy the cash on delivery option and receive



updates on their orders from a customised integrated system with autoflow orders, order status updates and personalised email and text notifications.

Ninja Van Philippines customers can enjoy a suite of services including:

- **Real-Time Tracking** of parcels
- **Cash-On-Delivery (COD)** option in our areas of coverage
- **Update your customers** with SMS and email notifications
- **Quick and effective customer service** to ensure customer satisfaction
- **Proprietary systems** to manage deliveries, parcel status and customer service recoveries
- **Two free redelivery attempts** in cases of unsuccessful deliveries

They can choose from the following delivery options:

- **Express Courier** (delivery within 1 working day)
- **Standard Courier** (delivery within 1-3 working days for Metro Manila, delivery within 3-7 working days for Non-Metro Manila)

Testimonial from e-commerce partner

“From their fully integrated and customisable system to their hassle-free delivery experiences, we are impressed by Ninja Van’s top-notch delivery services. We hope to continue enjoying this fruitful partnership with them,” Althea (Korean beauty e-commerce site)



About Ninja Van

At Ninja Van, we exist to revolutionise logistics through our technology-enabled delivery systems in Southeast Asia (SEA). Our network is present in Singapore, Malaysia, Indonesia, Thailand, Vietnam and Philippines. Combining our passion for harnessing cutting-edge technology solutions and our in-depth knowledge of e-commerce needs, we ensure that logistics is a simple and seamless affair for our business partners and consumers. Just like real Ninjas, we are dependable and deliver on our promises to you.

Launched in 2014, Ninja Van started operations in Singapore to address the logistics needs of customers by offering them options of tracking their parcels, receiving real-time updates and gaining access to alternative pickup points. Recognising that consumers across SEA want a consistent hassle-free delivery experience regardless of where they buy from (domestic and/or international) and clients want a singular access point into the region, we decided to expand our network to cover SEA. Ninja Van's vision is to have a Ninja within reach of any consumer in SEA.

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