



Media Release

Ninja Van Officially Launches in Vietnam

Technology-enabled logistics company offers hassle-free delivery solutions to e-commerce sellers and retail businesses

Vietnam, 21 March, 2018 – Ninja Van, Southeast Asia’s technology-enabled logistics company, has officially launched their operations in Vietnam. Known for offering customised options, accessible customer support service and hassle-free delivery experiences to e-commerce merchants and social sellers, Ninja Van currently delivers to the entire region of Vietnam.

“According to research from eShopWorld, there are currently over 35 million e-commerce users in Vietnam and this number is expected to grow to 42 million by 2021. This presents a huge opportunity for us to offer e-commerce retailers and online sellers in Vietnam access to Ninja Van’s fully integrated and customisable system, ensuring packages reach their customers on time. As our tagline states, we aim to ‘take the hassle out of the parcel’, making logistics fuss-free so our customers can focus on their business,” says Dzung Phan, Country Head of Ninja Van Vietnam.

Apart from Vietnam, Ninja Van also operates in 5 other markets across the region – Singapore, Malaysia, Indonesia, Philippines 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 Vietnam too.

“The recent capital raised from our Series C funding will be used to enhance our technology and operational capabilities to help Ninja Van continue our drive in offering a superior experience for all our sellers and customers in Vietnam.,” says Dzung Phan, Country Head of Ninja Van Vietnam.

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

Ninja Van Vietnam has been offering delivery services to our customers since October 2016 and this has been supported by our fleet of over 1,000 riders and drivers. To manage an ever increasing volume of deliveries across the country, Ninja Van Vietnam also uses proprietary algorithms to optimise the fleet. We currently deliver 300,000 parcels per month and have established partnerships with e-commerce clients like Lazada, Sendo and Tiki.

As part of its hassle-free delivery promise to customers, Ninja Van Vietnam offers sellers access to its proprietary delivery management system 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/vn-vn/>. Findings from the eShopWorld has also shown that more than 90% of customers in Vietnam prefer paying in cash, as opposed to credit card payments. Bearing this in mind, Ninja Van Vietnam offers customers the cash on delivery option and luxury of receiving updates on their orders.

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

- **Real-Time Tracking** of parcels
- **Cash-On-Delivery** (COD) option in 64 cities in Vietnam
- **Quick and effective customer service** to ensure customer satisfaction
- **Proprietary systems** to manage deliveries, parcel status and customer service recoveries
- **On-demand pickups** for small-medium sellers
- **Two free redelivery attempts** in cases of unsuccessful deliveries
- **Fulfillment** with available facility to fulfill orders and deliver the parcels to the consumers who purchase them
- **After-Sales care** where buyers and sellers have the option to return, exchange, or warrant the purchased items if they are not satisfied with the purchase

They can choose from the following delivery options:

- **Same day:** delivery within 1 working day, intercity within Ho Chi Minh and within Hanoi
- **Next day:** delivery by next working day, intercity within Ho Chi Minh and within Hanoi)
- **Standard:** delivery within 1 - 3 working days for intercity Ho Chi Minh and Hanoi, delivery within 3 - 7 working days for non-metro areas in Ho Chi Minh and Hanoi
- **Bulky:** dedicated fleet is available for bulky delivery (e.g. fridges, washing machines)

“We are happy to have Ninja Van Vietnam as our delivery partner because they understand both our and end consumers’ needs. Our online shoppers are also pleased with the hassle-free delivery experiences and high level of customer service provided by Ninja Van,” (Sendo, Order Processing Director, Mr Nguyen Quang Thuat)

“With a sophisticated technology-enabled system and professional customer service team, Ninja Van is well-equipped to provide outstanding and innovative logistic solutions for Fahasa,” (Fahasa, Deputy Director, Mr Le Thanh Trung)



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.

Media Contact:

Rachel Chan
rachel@ninjavan.co
+65 8511 8744