

雨果论坛 NO.13

2016"助力卖家成长"系列分享②:如何规避跨境电商运营的那些"坑"?

主 办: 雨果网

指定服务商:









通全球,拓无疆亚马逊全球开店

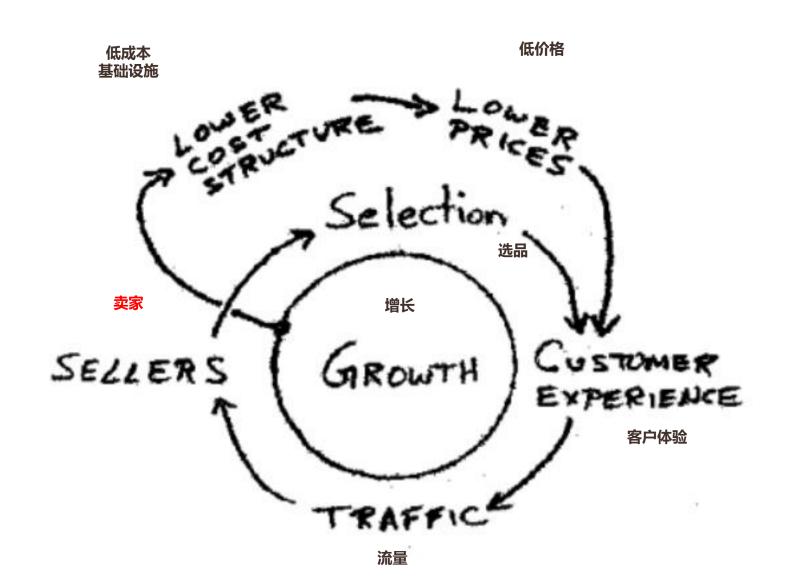
Chris

Shenzhen

什么是跨境电商?

What is Kua Jing Dian Shang?





供应链

选物仓售库存 信后存户 客户服务

资金链

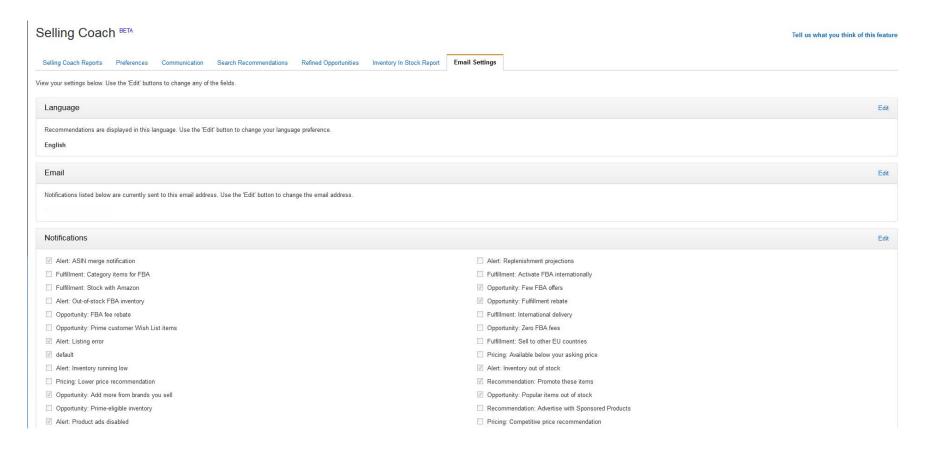
财务体系 成本控制 帐期 收款方式



培训体系,销售指标,绩效激励,关系维护.....

Know the Customer-what do they care about

Leverage the Selling Coach



Leverage the Selling Coach

Use the preferences to manually improve the recommendations

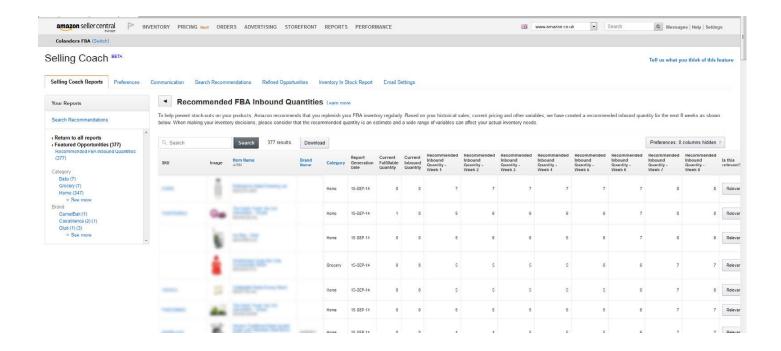
Trigger alerts on Low / Out of Stock items

Uncover high-potential products based on actual customer behaviour

New Feature: Recommended FBA Inbound Quantities report

You can run the Recommended FBA Inbound Quantities report, predictive, data-rich resource, from the Amazon Selling Coach.

It combines your historical sales data, current pricing, seasonality, and other variables to recommend inbound item quantities for the next eight (8) weeks. Just remember that the report is only an estimate: a wide range of variables can affect your actual inventory needs.



Best Practice tip:

Prioritize investment using the ABC model

A products

 Many Sellers experience a "Pareto" effect, meaning roughly 20% of their items are responsible for 80% of their sales. Whatever your percentages, your "A" items are top sellers and worth significant investment to avoid going out of stock.

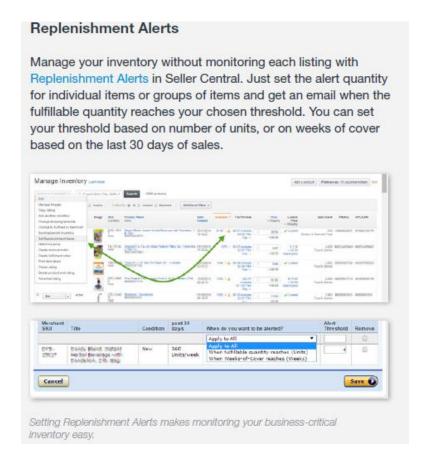
B products

• Items that sell frequently but don't represent a majority of your revenue.

C products

• Low-selling items.

Restocking



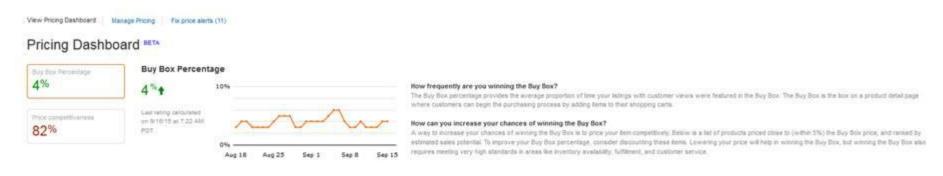
Best Practice Tips:

- Replenish Often
- Use your storage limit
- Book your pallets in early
- Stay ahead of competition, keep FBA in-stock
- Consider the options you have for last minute replenishments

18 September 2015 Amazon Confidential 13

Manage pricing

New Feature: the Pricing Dashboard



Listings that are priced not more than 5% above the Buy Box, ranked by estimated sales potential.

image	Product Name SKU	Your Price (Price + Shipping)	Offers	Buy Box Price (Price = Sinipping)		Actions	
96	Pageer TST15 3/4" Soft Dame Tweeter TS-715	\$37.32 (\$32.33 + \$4.39)	47	\$35.79 (\$35.79 - \$0.00)	Update	⊘ Metch	Skip
96	Pioneer TST15 3/4" Soft Dome Tweeter TS-T15	\$37.32 (\$32.85 + 34.90)	47	\$35,79 (\$35,79 + \$6.00)	() Update	⊘ Match	Sap
	BOSS Audio EVAMS Video Signal Amplifier 4 RCA Outputs 8V-AMS	\$15.27 (50.28 + 54.99)	34	\$11.00 (\$11.00 + \$0.00)	Update	⊘ Metch	Skip
REY	Audiovox FM100A FM Modulator with IST2 Isolation Transformer (Grey) (Discontinued by Manufacturer) FMM100A	\$41.37 (535.00 + 35.49)	13	\$40.79 (\$40.79 + \$0.00)		⊘ Metch	⊗ Skip

怎样做女子亚马逊?

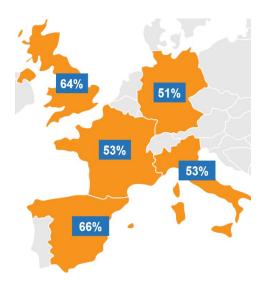
怎样做Shi 亚马逊?

怎样做女子亚马逊?

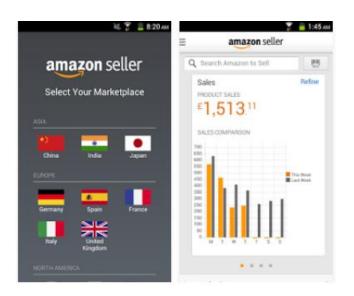
Importance of Mobile

EU online shopping is increasingly shifting towards Mobile.

Smartphone Penetration in EU 5³



Amazon Seller App



Amazon Shopping App



Online retail sales on mobile and tablet devices will grow 52% in 2015

84% of users accessing retail content on their mobile devices monthly are Amazon mobile shoppers²

6.9MM Amazon mobile users purchase goods/services on their mobile devices monthly2.

Importance of Prime

We are continuing to build our Prime proposition.











Prime Early Access

30-minute early access to Lightning Deals on Amazon







Prime Photos - NEW

Unlimited photo storage in Amazon Cloud Drive. Start Now

Worldwide paid membership to Prime grew 53% last year.

Amazon Confidential

如何在AMAZON页面查看Best Sellers

How to search for best sellers on Amazon

您可以自己查看某个产品类别里做畅销的产品
 搜索站点网址+/bestsellers 例如www.amazon.co.uk/bestsellers





Key 2015 FBA Holiday Selling Dates

Event	Description	DE	UK	FR	IT	ES
Halloween				31.10.15		
Inbound	Recommend date for latest FBA inbound to participate in black Friday & cyber monday	17.11.15	17.11.15	17.11.15	17.11.15	17.11.15
Black Friday & Cyber Monday	Focus on any kind of electronics, but also anything else, high demand for and awareness of discounted prices	27.11.15				
Cyber Monday	Focus on any kind of electronics, but also anything else, high demand for and awareness of discounted prices	30.11.15				
Inbound	Receive inventory for customer orders during Peak weeks	08.12.15	04.12.15	08.12.15	08.12.15	08.12.15
Estimated Amazon Peak week	Expected Week for maximum outbound volume	51	50/51	51	51	51
Outbound	Standard Shipping customer order cut-off date	22.12.15	21.12.15	21.12.15	TBD	20.12.15
Outbound	One-Day Shipping customer order cut-off date (TBC)	23.12.15	23.12.15	23.12.15	TBD	23.12.15
Outbound	Same-Day Delivery customer order cut-off date (TBC)	24.12.15	24.12.15	24.12.15	TBD	24.12.15
New Year's Evening		31.12.15				
Inbound	Receive inventory to realize after peak sales	04.01.16	04.01.16	04.01.16	04.01.16	04.01.16

Seasonality—key holidays

春



夏





秋







Sell in All Locales

Amazon operates websites in 11 countries across the globe and is present in five EU locales

» Expand your global reach with Amazon

Monthly Unique Users 300 million 13.5 billion

Monthly Page Views

Avg. visits per User per month













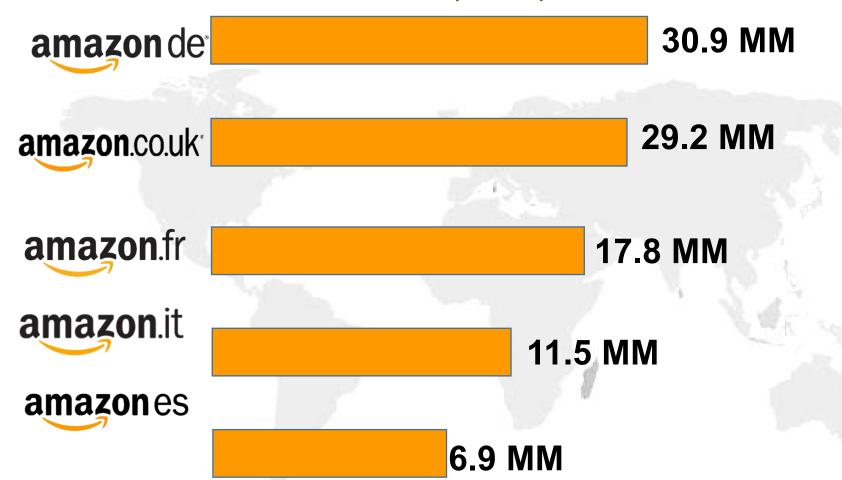


amazon.com.br

Source: Comscore (2014)

UK - Introduction

Amazon UK is one of the largest EU Marketplaces in terms of monthly unique visitors.



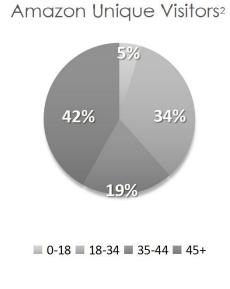
Amazon Confidential

UK - Introduction

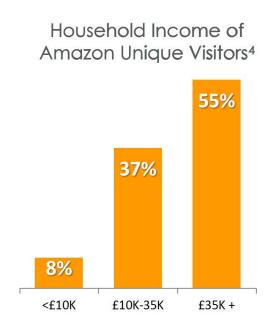
Amazon UK has a large and active audience.







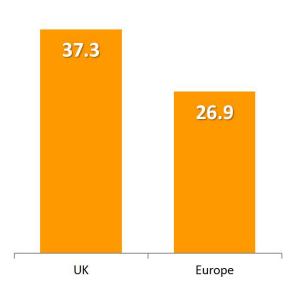
Age Composition of



UK - Introduction

The UK has a large and growing online retail market.

Average number of hours online per person¹



- * The UK online retail market is the largest and most mature in Europe. In 2014, online retail sales broke through the £100 billion barrier⁴
- UK shoppers love to buy online and they research ratings, reviews and peer opinion when making a purchase²
- UK shoppers spend more time online compared to the EU average
- Online retail sales in 2015 are predicted to grow 2x faster compared to traditional retail in the UK³

Source: 1. comScore: UK Digital Future in Focus 2013; 2. Forrester Research: The UK Online Retail Overview, 2011 3. Forrester Research EU Forecast, March 2014; 4. IMRG CapGemini e-Retail Sales Index January 2015

Amazon Confidential

Selection – Bestsellers





































28

Amazon Confidential





Amazon at a Glance

Monthly Unique Visitors ¹

Monthly Page Views ¹

300 Mio. | 13,5 Mrd.

Ø Visits per User per Month¹





DE Amazon.de – 领先德国电商平台leading German e-commerce Platform

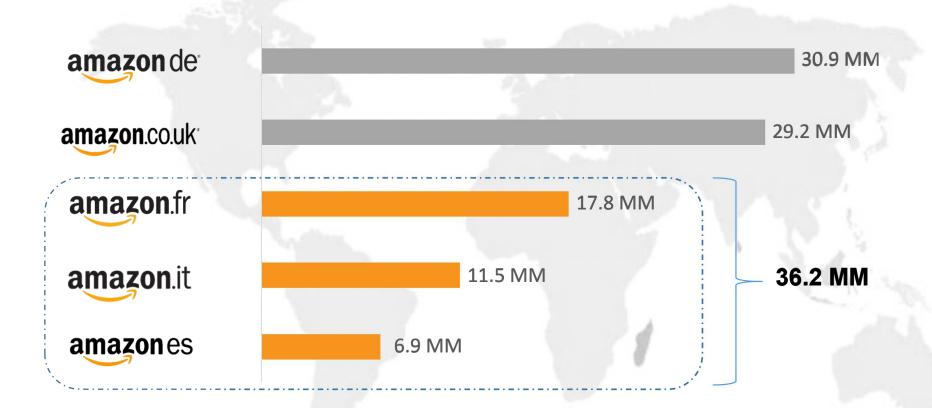
• With Amazon.de you get access to Germany's biggest online customer base

	Top e-Commerce Domains	Total Unique Visitors	% Reach
1	amazon.de	22.148.000	40,42
2	ebay	20.287.000	37,03
3	OTTO	4.492.000	8,20
4	Tchibe	4.155.000	7,24
5	L-DL	3.486.000	6,36
6	zalando	3.234.000	5,90
7	IKEA	2.969.000	5,42
8	bon Pr ix	2.547.000	4,65
9	CONRAD	2.215.000	4,04
10	BAUR	2.143.000	3,91

Source: Nielsen Netview (March 2014)

Amazon's Customers Accross Europe

» Unique visitors per website



Source: Comscore (December 2014); Global Results Amazon (Q4 2014)

France - Introduction

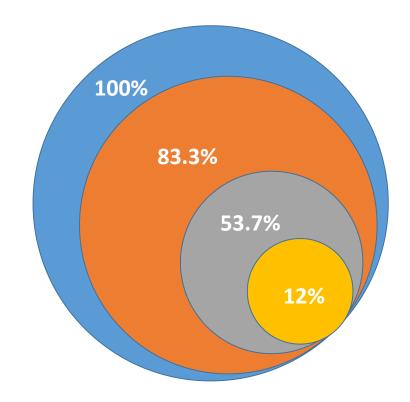
Facts & Figures

» Inhabitants: 66 MM

» Internet Users: 55 MM

» Online Shoppers: 35.5 MM

» Mobile Shoppers: 7.9 MM



Source: eCommerce Europe

France - Introduction

» Christmas 2014: key metrics

For the site Amazon.fr:

- 80% of Internet users visited at least once Amazon.fr
- 21 MM of unique visitors per month between November and December
- 2 record days > 2 MM orders shipped

On one of the two record days (22nd of December 2014):

More than 1 MM orders shipped More than 220,000 toys shipped 1 truck / 2'30 minutes



France - Introduction

» A growing selection: more than 126 MM references



Italy - Introduction

Facts & Figures

» Inhabitants: 60 MM

» Internet Users:38 MM

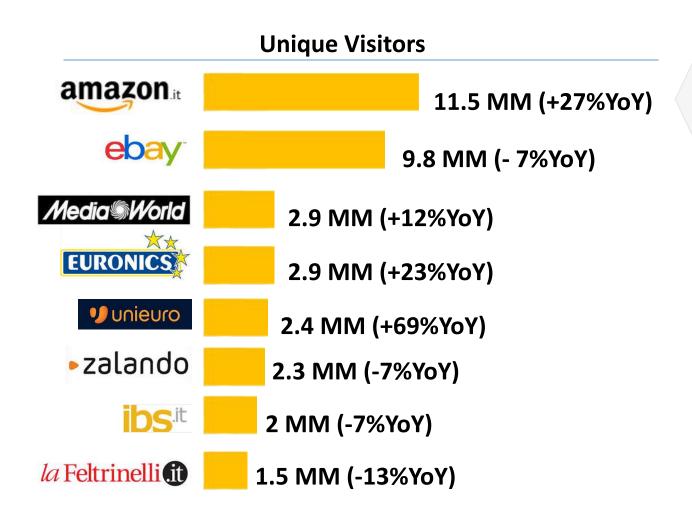
» Online Shoppers: 22 MM

» Mobile Shoppers: 51%



Source: Istat 2014 and At least one online Transaction in their life. Report Netcomm 2015

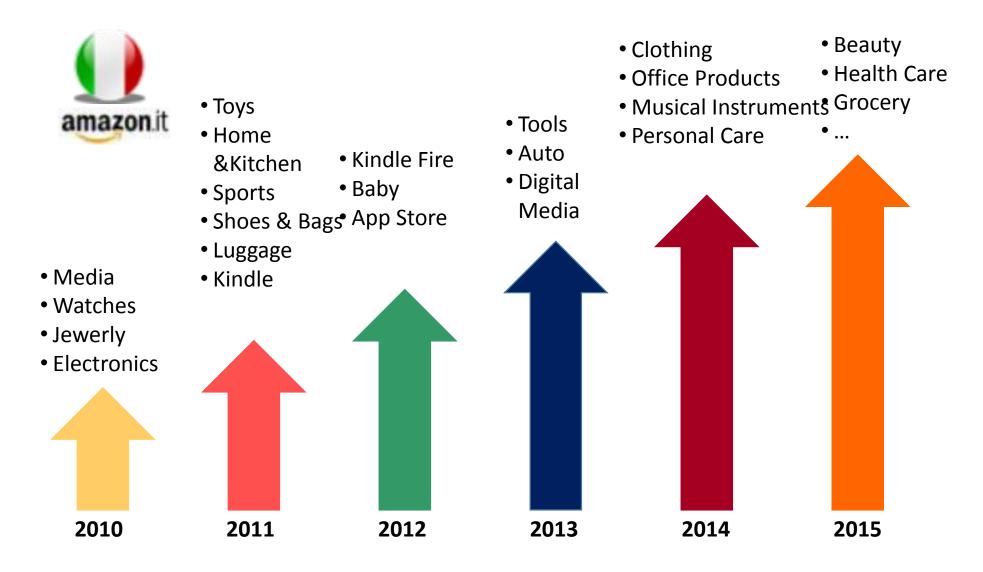
Italy - Introduction



Best online brand*

Source: Comscore (December 2014); * Premio Macchianera 2014

Italy - Introduction



Spain - Introduction

Facts & Figures

» Inhabitants: 46 MM

» Internet Users: 27 MM

» Online Shoppers: 16 MM

» Mobile Shoppers: 15%



Source: INE 2014 and www.statistica.com

Spain - Introduction

- » Sellers: more than 25,000 Sellers are currently registered in Amazon.es
- » **Selection:** 30 categories launched with more than 70 millions of products
- » Black Friday: December 16th, 2014 was the biggest sales day ever in Amazon.es history with more than 180,000 orders in 24 hours
 - 126 units purchased per minute
 - 1 truck leaving FC each 22 minutes
 - Products shipped to 78 different countries



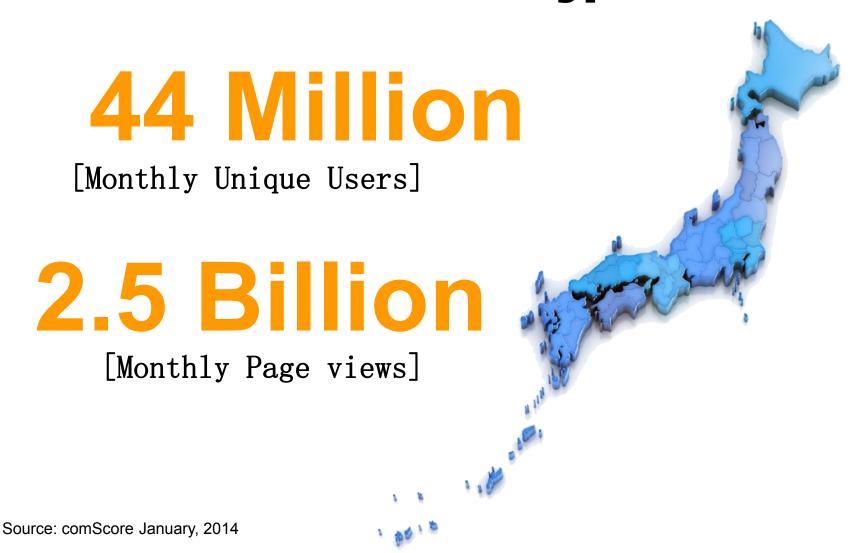


Spain - Introduction

» Successful International Brands in Amazon.es



Amazon.co.jp



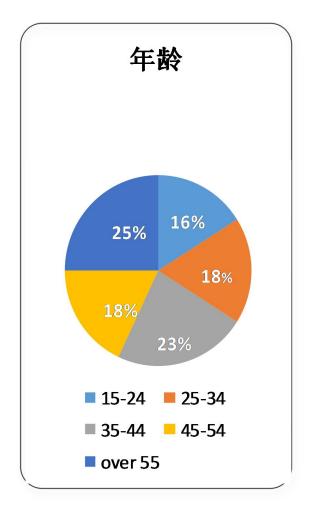


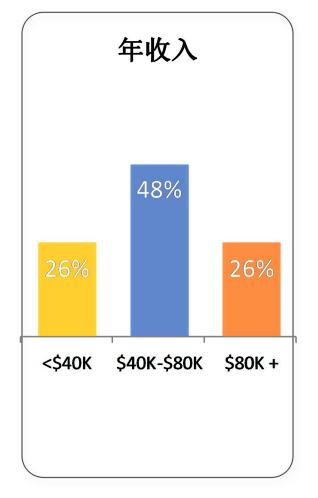
排名	网站	独特用户数 (000)	到达率 (%)
1	YAHOO.CO.JP	62,934	85.4
2	GOOGLE.CO.JP	54,721	74.3
3	FC2.COM	51,650	70.1
4	AMAZON.CO.JP	44,163	60.0
5	YOUTUBE.COM	10,012	54.3
6	LIVEDOOR.COM	37,868	51.4
7	AMEBLO.JP	36,380	49.4
8	WIKIPEDIA.ORG	35,784	48.6
9	RAKUTEN.CO.JP	34,992	47.5
10	NICOVIDEO.JP	32,688	44.4

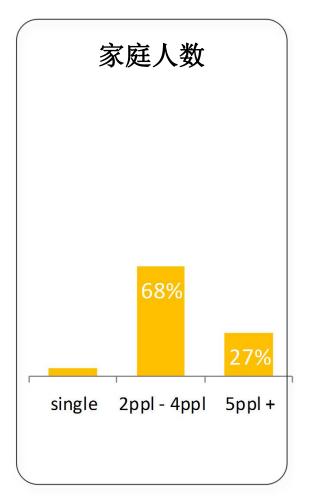
Source: comScore May, 2013 (3month average)



Amazon. co. jp 用户







Note: Active Customer Accounts are unique email addresses that have placed an order in the last 3 months, as of Q1'13. Source: comScore PlanMetrix June, 2012.



Unified Account (UAEU)

Sellers only needs to manage 1 Seller Central account for all EU5: DE FR ES IT UK

- List your offers on multiple European Amazon Marketplaces without having to open separate accounts locally
- Use a single user interface to manage your European seller account details
- Use Fulfilment by Amazon to ship your products to EU buyers via our European Fulfilment Network (EFN) from a single inventory pool
- Translate Your Products (TYP) on a fee-based, self-serve tool that allows you to request human-quality translations for your products



品类限制与 Restricted Categories & Gating



- 欧洲五个平台所有品类均向卖家开放
- 在list产品前请查看产品限制规则确认您销售的产品没有违规

https://sellercentral-europe.amazon.com/gp/help/help-page.html/ref=ag 201743940 cont scsearch?ie=UTF8&itemID=201743940&language=en GB

关于品类Gating:



在这些品类中销售必须符合以下要求

- Have images on pure white background
- Have transactional website or online store (eBay)
- Have barcodes (custom made Jewellery exempted)
- Comply with UK Nickel regulations and UK Hallmarking regulations if selling jewellery and watches
- Sell "New" items only in the gated category
- Have pharmacy premise registration number if selling medicine

Amazon Policies – Restricted Listing & categories requiring approval

Restricted and prohibited products: Please consult the prohibited & restricted content list on Amazon to understand what you are allowed to sell on MFN & FBA. These differ between marketplaces.

>> Check in Seller Central prohibited products on help pages

Help

Seller Central Help: Configure Account Settings: Reference: Policies and Agreements: Excluded Products List

Excluded Products List

"Excluded Products" means: (a) alcoholic beverages; (b) cigars, cigarettes, or other tobacco products; (c) guns intended to provide lethal force other explosives; (d) any drug, medication, vitamin, herbal product or similar substance which can only be sold through a pharmacy; (e) any product except to the extent we make available functionality to list such products; (g) products with pornographic content; (h) loose gemstone product an "authorized reseller" (as designated by the product" manufacturer or distributor), or do not provide to customers the manufacturer" standard products that infringe another party" Intellectual Property Right or any other applicable right (e.g. image right or a person" personality rights); and it sale through the Services (including any prohibited items listed in the "Policies and Agreements" section of Seller Central or Your Account respective Product when we inform you so.



Marketing & Promotions – Lightning Deals

UK shoppers spent over £810 million during Black Friday 20141!

amazon







Your Amazon.com Today's Deals See All Departments

Black Friday 2016 – 27th November Prime Day 2016 - TBC

1: IMRG Capgemini e-Retail Sales Index in partnership with Experian Marketing Services.

Amazon Confidential

为什么要参加限时速卖? Why Lightning Deals?



短期

• Increase Sales: Sales-uplifts up to 4 times of daily sales possible 提高销量: 销量可提高到平时每日销量的四倍

中-长期

- Push your products on second most frequented site after the landing page 把您的产品推上即首页后第二多流量的页面
- Improve your Sales Rank 提高并巩固您的销售排名
- Generate more visibility of your products 为产品提高可见度

Expand with Amazon Fulfilment Options

fulfilment by amazon

亚马逊物流(FBA) 原理





欧洲物流网络(EFN)

fulfilment by amazon

仅用本地一处库存仓库为所有欧盟平台的客户提供服务

- 与亚马逊欧盟平台上成百上千万的客户接触
- 仅用一个账户、一个库存仓库来管理国际订单
- 亚马逊将帮您提供客服和处理退货



Solution Provider Network

Amazon Exclusive 亚马逊独家

亚马逊全球货运

亚马逊跨境物流



- □ 全球货运解决方案:
- 1. 一站式物流服务:中国提货服务、中国出口清关、国际运输、目的国进口清关、 最后里程配送到亚马逊目的国仓库以及目的国进口商资格申请。
- 2. 最优化的全球线路:从中国各个口岸到美国、英国、德国和日本目的国最优入仓库房。
 - 3. 灵活的选择:海运和空运
- □ 2015年:
 - 1. 我们有145个卖家加入了龙舟计划,已发货超过6百万个产品到亚马逊全球仓;
 - 2. "亚马逊物流+"正式发布, 11月底正式上线跨境物流服务系统;
 - 3. 亚马逊正式拥有国际货代资格;
- □ 2016年:我们将提供更优化的全球货运方案给更多的卖家:
 - 1. 亚马逊将在卖家后台提供国际货运相关功能管理国际货运;
 - 2. 亚马逊将拥有自己的出口监管仓;

亚马逊物流优势



- · 合作于国内最大拼箱 公司、承运商,无中 间代理环节
- · 庞大的体量,极强的 议价能力
- 龙舟计划可为卖家提供目的 国锁仓服务,避免分仓造成 过高的运输成本;
- · FBA仓优先预约,确保SLA 控制在2天以内,旺季控制 在5天以内

具有竞争力 的价格

最佳的时效

- 覆盖中国的物流服务 网络,确保第一时间 提货、入仓
- 高效的清关报检

龙舟计划锁 仓服务

全流程可控

- · 强大的全球供应链监 控系统
- · 各节点可靠性衔接

亚马逊商务高级顾问,全球开店-杨健忠(Chris)



联系方式: 020-32137106

E-mail: jianzhoy@amazon.com



更多跨境电商资讯; 干货

• 请移步雨果网官网: www.cifnews.com

• 雨果网微信公众号: cifnews



(扫描二维码关注)

