

September 2023

# **ECOM-US**

# **Service Introduction**

**ABOUT US**



**ECOM-US offers a comprehensive range of services,  
covering all aspects of brand eCommerce,  
from A to Z.**

# ECOM-US relieves the worries of those in charge of brand eCommerce.



eCommerce is difficult and complicated

Sales are not picking up, but costs are high

It's consuming too much time

Is there a trustworthy agency I can entrust this to?

# THE VALUE

1. Direct distribution – We build your brand’s flagship store using your own business license.

2. Coherent branding - We 100% adhere to brand strategies, including image, communication, branding, and pricing policies.

3. Cost Reduction - We can significantly reduce operational costs compared to the brand managing eCommerce directly.

4. A to Z Service - We provide total support for the entire eCommerce process, from online sales management to marketing, delivery, design, and customer service.

# OUR VISION

## **Global brand eCommerce accelerator**

Beyond the nations and platforms, a global brand eCommerce accelerator.



# Several brands are already experiencing increased efficiency and revenue growth via ECOM-US

## Enhanced Efficiency

All that you need for eCommerce in an ALL-IN-ONE solution

Brand manages directly

- Sales operations
- Marketing
- Logistics
- CS
- Design
- Translation

Collaborate with ECOM-US



- Commission
- Basic fee 1500USD

About 10-25% of actual sales



### +250% in Just a Year

Growth rate of the brand that collaborated with ECOM-US (2022 vs. 2023)

**SERVICES**

SERVICES



# SERVICES

Introducing the six main services of ECOM-US, taking charge of everything in eCommerce operation. Depending on the specific situation of each brand, you can utilize all services or select only a few.



Sale operations



Marketing



Market investigation & analysis



Web design



Logistics operations



Customer Service (CS)

# 1. Sales Operations

We assist with all repetitive and time-consuming tasks in online sales operation



Product upload



Sales consolidation



Sales negotiations



Promotional events  
participation



Live shopping

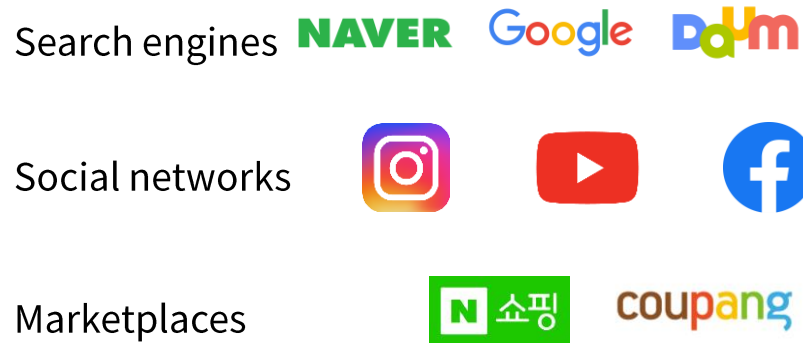


Promotion &  
Campaign execution

# 2. Marketing

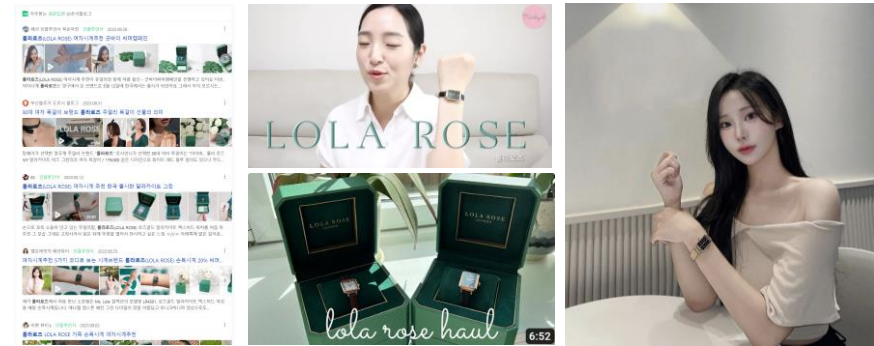
We drive potential customers to the brand's store through digital marketing and influencer marketing from external channels.

## Digital Marketing



\* In addition to the examples mentioned above, it is possible to explore new platforms requested by the brand partners.

## Influencer Marketing



- Recruit potential influencer collaborators aligned with the targets (number of fans/views, etc.) set by the brand partners
- Proceed with collaborations with influencers who have been finally approved by the brand partners
- Charge based on the # of followers x agreed rate

# 3. Market Investigation & Analysis

Invested in sales and marketing, but if brand exposure is not as expected?  
We keep track of the registered products, promotions, banners, etc.,  
to ensure they are displayed as intended by our brand partners.



Brand, banner and  
product exposure  
tracking



Price monitoring



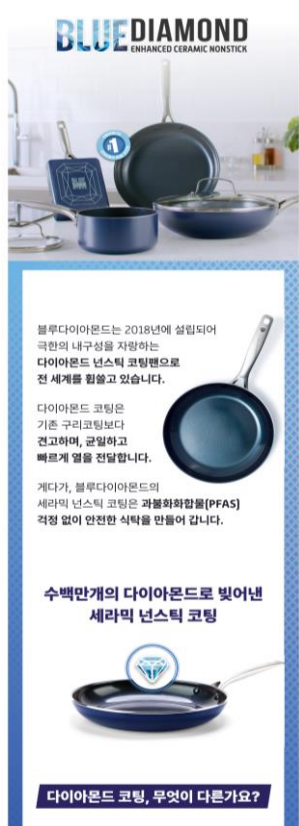
Counterfeit Detection  
& Enforcement



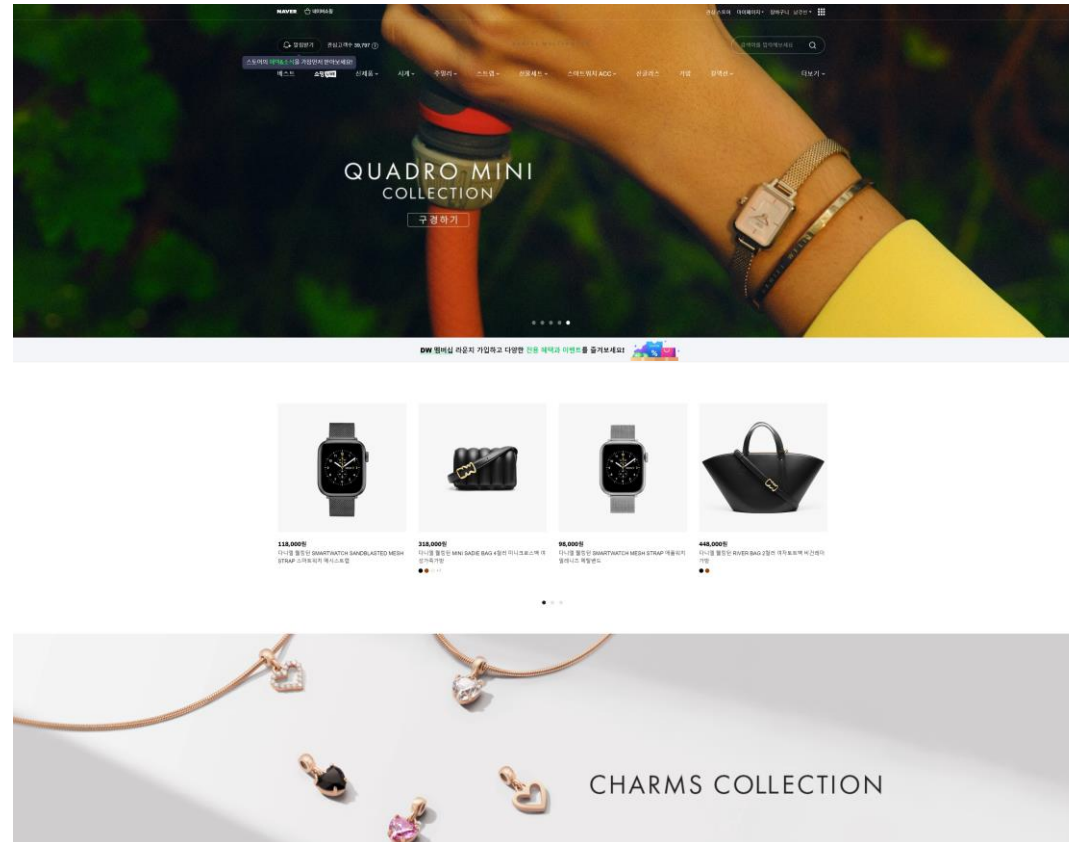
Category Sales  
Tracking

# 4. Web Design

We provide design editing for all areas, including product detail pages, thumbnails, banners, videos, and even flagship store design, to visually represent your brand effectively.



Product detail page



Flagship store design



Thumbnail



Banner

# 5. 3PL Fulfillment

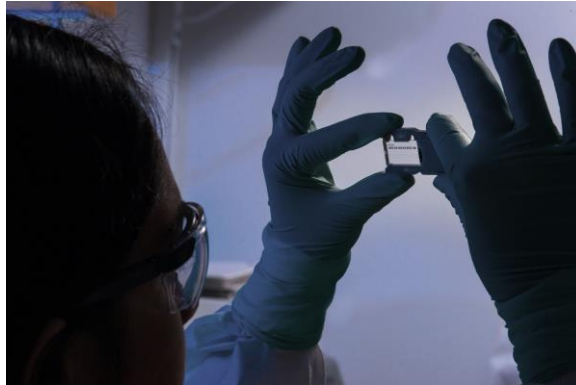
If the delivery process is not smooth, your sales orders can be returned, and it will increase cost. To ensure that the values your brand strives for are conveyed to customers till the moment they receive the products, we offer in-house 3PL services.



In/outbound shipment



Storage



Return inspection & Inventory re-stocking



Marketplace logistics system operations (Coupang, Naver etc.)

## 6. Customer Service (CS)

We conduct customer service through all customer-accessible channels, such as phone, live chat, Q&A, etc., in accordance with the brand's customer service guidelines.



- ✓ Receive calls  
5days a week
- ✓ Working hours can be negotiated with brand partners



- ✓ Live chat CS
- ✓ Can operate through Locally popular chat services (e.g. Kakao, Naver, etc.)
- ✓ Response hours are negotiable
- ✓ Can set up AI consultation function

### Q&A

- ✓ All inquires are guaranteed to be answered within 24 working hours
- ✓ The frequency of responses can be negotiated.

### FAQ

- ✓ Question and answer settings.

### Review

- ✓ Review rating management
- ✓ Responding to reviews (If necessary)

# APPENDIX

APPENDIX



# FOUNDERS

Brand eCommerce expert and brand logistics expert have come together.



**Kosaai Ahn**

Kosaai is the founder of ECOM-US. He has dedicated himself to the global brand eCommerce industry for over a decade.



**KyungHwan Jung**

KyungHwan oversaw the IKEA Korea fulfillment network project before ECOM-US. He is responsible for overall operations of the company at ECOM-US.

# OFFICES



Korea, Gwangmyeong



China, Shenzhen

# PARTNERS

Several domestic and international brands have already chosen ECOM-US.



# TRUSTED BY

We are supported by government agencies such as KOSME (Korea SMEs And Startups Agency) and KOTRA (Korea Trade-Investment Promotion Agency)



**KOREA  
STARTUP  
FORUM**

# Grow your online business with ECOM-US!

**ECOM-US LLC**

**CEO** Kosai Ahn

**Address** Korea Gwangmyeong & China Shenzhen

**Mail** [kosai.ahn@ecom-us.com](mailto:kosai.ahn@ecom-us.com)

**Phone** 070-4581-5068