



# FAST DELIVERY NATIONWIDE

*Exceptionally Fast, 5-star Services*



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## ABOUT GHN



GHN is committed to providing our merchants with a fast, reliable, smart and effective delivery experience. Our seamless delivery services help merchants to sell more, end customers to buy more. GHN also creates thousands of sustainable income jobs, contributing to a modern and progressive Vietnam economy.

**GHN (GIAO HANG NHANH - FAST DELIVERY)**, Vietnam's first tech-driven delivery company, was established in 2012, serving delivery demand of hundreds of thousands E-commerce partners nationwide.

### GHN SERVICES

**GHN Express**

E-commerce delivery services

**GHN Logistics**

Truck transportation services for B2B

**GHN Fulfillment**

Warehouse and order fulfillment services

## EXCEPTIONALLY FAST - 5 STAR SERVICES



PACKAGE PICK-UP WITHIN 3 HOURS, TOTAL DELIVERY WITHIN 24H



24/7 ONLINE ORDER MANAGEMENT SYSTEM



DELIVERY NETWORK ACROSS 63 PROVINCES



BENEFITS & PROMOTION POLICIES

**\*FREE NATIONWIDE COD COLLECTION AND FREE DELIVERY RETURN**

# GHN STORY

2012

## ESTABLISHMENT

Providing professional delivery services to E-commerce partners as Ecommerce market is expanding, GHN quickly became Vietnam's leading delivery company.

## 100% COVERAGE OF 63 PROVINCES

Owned the 3rd largest delivery network in Vietnam. Covered 100% of 63 provinces and cities nationwide, even remote islands.

2015

## LAUNCHED AHAMOVE

Instant and on-demand delivery services within 30 minutes to 4 hours in Ho Chi Minh City and Hanoi.

## LAUNCHED GHN STATIONS NATIONWIDE

Surpassed 2,000 drop-off locations with 500 GHN-owned Stations and 1,500 drop-off points in cooperation with Vinmart+ and Circle K convenient stores.

2016

## LAUNCHED NEW SERVICES, INCLUDING GHN LOGISTICS AND GHN FULFILLMENT

With the new services, GHN officially becomes leading integrated logistics service provider, serving diverse logistics needs of Ecommerce platforms, SME and B2B partners.

2017

## ACHIEVED RECORD OF 500,000 ORDERS / DAY

New operational record - Processed 500,000 orders per day at peak, and expected to reach 1 million orders per day in 2019.

2018

## LAUNCHED VIETNAM'S FIRST 100% AUTOMATED SORTING IN VIETNAM

With capacity up to 30,000 orders/hour, the system shortens sorting time from 3 hours to 30 minutes, reducing error rates to less than 3%.

2019

# SUCCESS OF GHN



## Top 1

Most preferred delivery service provider for Ecommerce merchants (2018)

500.000

Orders processed daily

## Top 2

Delivery service provider for E-commerce merchants in Vietnam

100%

Coverage of 63 provinces

## No. 1 Partners

Strategic partners of E-commerce platforms Shopee, Lazada, Sendo, Tiki

> 100.000

SME merchants & businesses choose GHN delivery services.

## PARTNERS



Shopee selected GHN as a reliable delivery partner from the early days of Shopee Vietnam. GHN is a reputable delivery company with reasonable cost and constantly improves its services quality.

*Ms. Phuong Dang - Head of Partnership Shopee*



GHN is an important partner with Tiki, delivering Tiki packages to many provinces, cities, and remote islands. The service brings convenience to Tiki customers and eliminates geographical barriers.

*Mr. Son Tran - Co-Founder and CEO of Tiki*



GHN has been and continues to be a reliable partner of Lazada for over seven years. The investment in Automated Sorting Center increases its competitiveness and excellence of GHN delivery services. Together as a partner, we are delighted to enter the next stage that shapes the future of Ecommerce Logistics in Vietnam.

*Mr. Fabian Wandt - CEO Lazada E-logistics Vietnam*

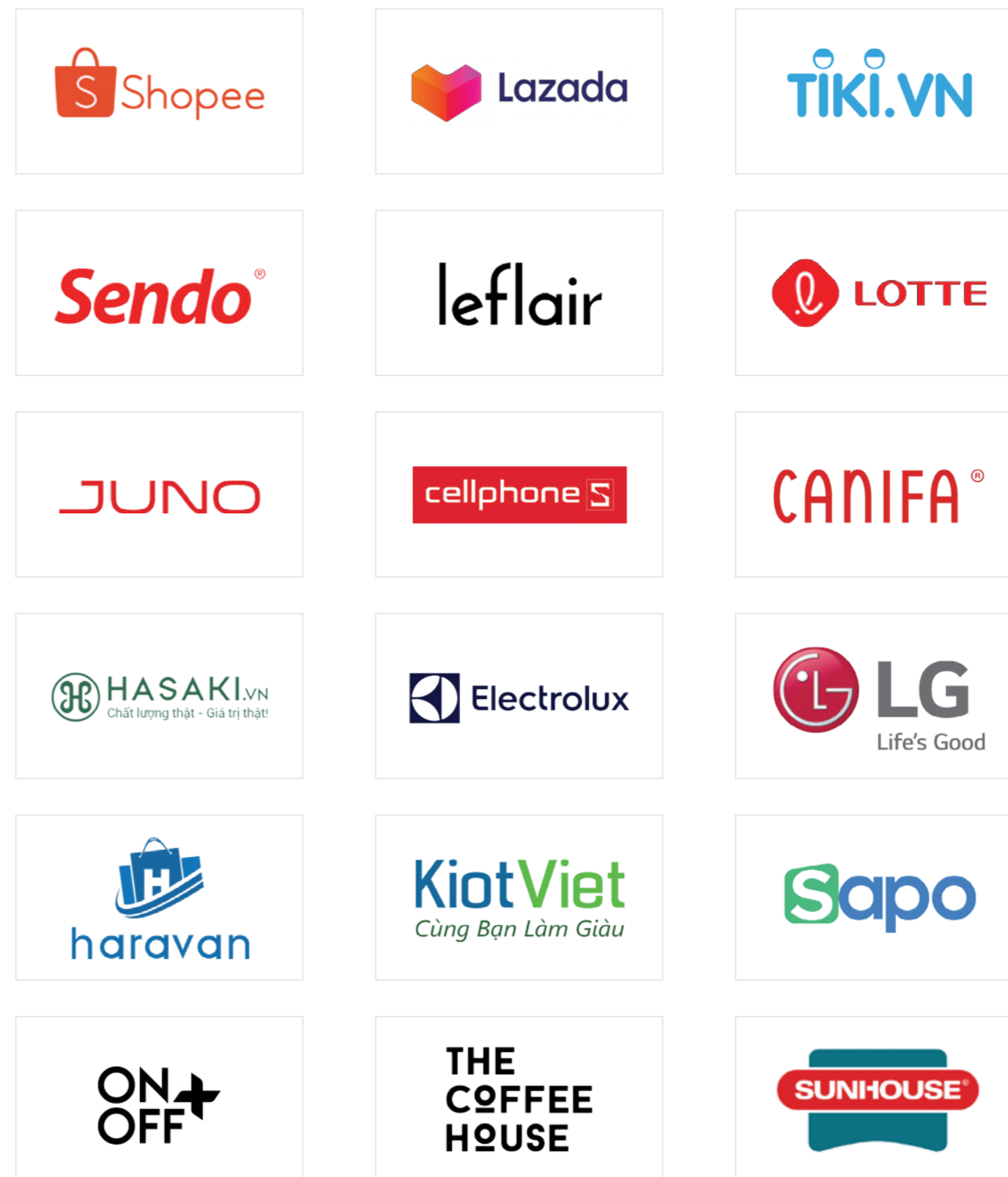


GHN is one of Sendo's important partners with the goal of serving a booming E-commerce and digital economy, delivering goods from suppliers to the hands of consumers safely and quickly.

*Mr. Linh Tran - CEO of Sendo*

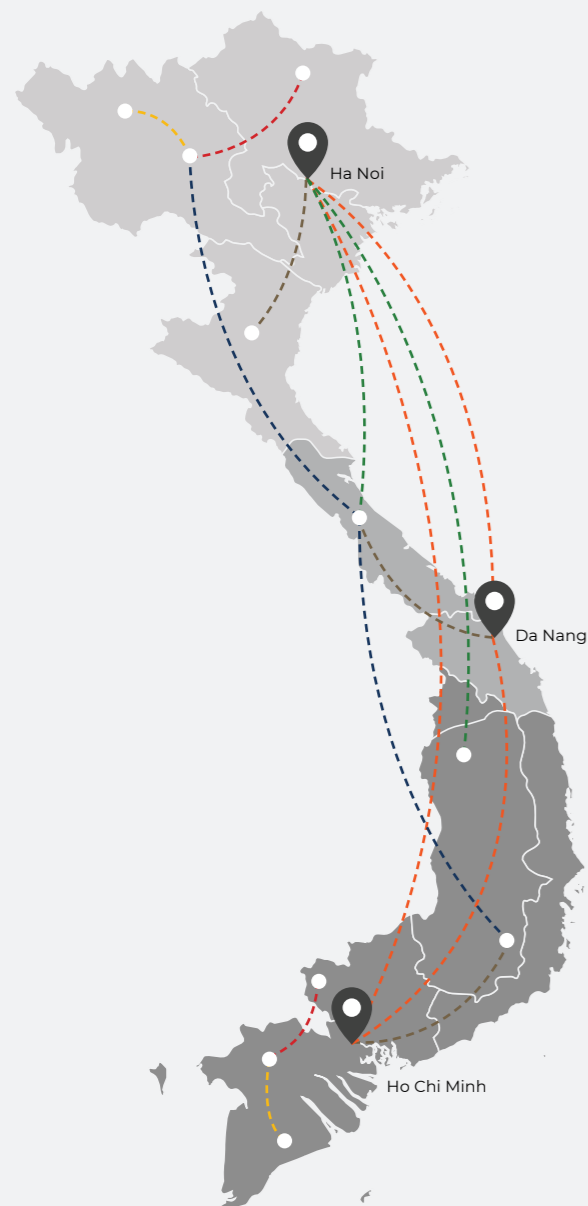
## GHN PARTNERS

**GHN IS A RELIABLE DELIVERY PARTNER OF OVER 100,000 BUSINESSES NATIONWIDE**



# GHN EXPRESS E-commerce delivery services

## SERVICES PROVIDED



- Provincial Delivery
- Local delivery
- Delivery within the province
- Interregional delivery
- Inter-provincial delivery
- Special inter-regional delivery

FAST DELIVERY NATIONWIDE

FREE COD COLLECTION

FREE RETURN

24/7 ORDER MANAGEMENT SYSTEM

BENEFITS & PROMOTION FOR PREPAID CUSTOMERS

2,000 DROP-OFF LOCATIONS NATIONWIDE

10,000-DRIVER DELIVERY FLEET

5-STAR CUSTOMER SERVICES







## GHN LOGISTICS

### Truck transportation services for B2B


SERVICE




Truck transportation along  
North - Central - South provinces




Full truck load (FTL)



For a multi-channel distribution system,  
truck services to supermarkets, retail stores,  
convenience stores nationwide



Intra-Region Fast Delivery within  
North - Central - South



Air Freight

#### TRANSPORTATION MANAGEMENT SYSTEM 4.0

24/7 order management system helps customers easily check order status, create orders, monitor order journey, access transaction history, as well as API integration with B2B customers' existing system.

#### TOP 3 LOGISTICS PROVIDER IN VIETNAM

With more than 1,000 trucks and a network of 63 provinces, 73 provincial cities and 490/544 districts, GHN Logistics optimizes delivery time from 6 hours to 48 hours on each shipment, timely respond to peak season demand.

#### OPTIMAL LOGISTICS SOLUTIONS

With an experienced management team and more than 10,000 employees, GHN offers the best integrated logistics solution for our customers to optimize operational details such as freight transportation, warehousing, costs, incidents, invoice documents, leadtime, etc,...

# GHN FULFILLMENT

## Warehousing and order fulfillment services

### SERVICES



Import and store goods, import - export - inventory management



Process orders as required: picking up, packing, handing over to delivery companies



Deliver from warehouses to supermarkets, chain stores, retailers, etc.



Deliver from warehouse to online customers and COD collection



Manage return and exchange

#### MODERN WAREHOUSE MANAGEMENT TECHNOLOGY

Intelligent management system - online 24/7 to help customers easily check status of their goods, supervise handling process (pick-up, packing, handing over to delivery companies), track delivery routes, retrieve transaction history to manage import - export - inventory, support API integration with merchants' existing management system.

#### MULTI-CHANNEL SALES MANagements

With an infrastructure of over 100,00m2 warehouse area, a network of 1,000 trucks covered 63 provinces and cities, a system of professional and separate operating procedures for each different customer, GHN is ready to meet any fulfillment demand during peak season.

#### COMPREHENSIVE AND OPTIMAL LOGISTICS SOLUTIONS

With an experienced management team, GHN offers logistics solutions to help customers solve challenges in warehousing and freight, save cost in infrastructure investment, and eliminate concerns about warehouse operation capacity.





## ORDER MANAGEMENT SYSTEM



### WEBSITE 5SAO.GHN.VN

5sao.ghn.vn website optimizes time to create delivery orders, track packages and manage COD. Another tool, taodonexcel.ghn.vn, is also set up for merchants to create multiple delivery orders at the same time.



### APP GHN

Fast, easy delivery orders, anytime and anywhere by GHN EXPRESS APP. Customers enjoy customized delivery features and attractive promotions available only for GHN EXPRESS APP.



### API INTEGRATION PORTAL

Our APIs can be integrated into merchants' and ecommerce platforms' order system, therefore enhance management and control of any issue during the delivery process.

## DELIVERY PROCESS

STEP  
**01**

### LOGIN / REGISTER

Login or create a new account on GHN App or website 5sao.ghn.vn

STEP  
**02**

### CREATE ORDERS

**Option 1:** Create orders on the GHN App or website 5sao.ghn.vn

**Option 2:** Visit a GHN drop-off location

STEP  
**03**

### PICK-UP

**Option 1:** GHN delivery staff to pick up packages at the merchant's

**Option 2:** Merchant to drop off packages at 2,000 GHN drop-off locations

STEP  
**04**

### TRACKING ORDER STATUS

Merchant manages and monitors order status via GHN app or website 5sao.ghn.vn

STEP  
**05**

### DELIVERY

GHN delivers packages to end customers, collecting cash on delivery (COD) on behalf of the merchant

STEP  
**06**

### RECEIVE CASH ON DELIVERY

GHN will transfer collected cash on delivery to merchants' bank account on weekly basis.

## 100% AUTOMATED SORTING SYSTEM

Proud to be the first 100% automated sorting system in Vietnam, GHN's 100% automated package sorting system applies barcode scanning technology.

Our automated sorting system is capable of sorting up to 30,000 packages/hour, saving 600 employees, shortening sorting time from 3 hours to 30 minutes, reducing the error rate to less than 3%, ensuring faster and more stable delivery of goods during peak shopping seasons.



**NỘI**

độc giờ làm việc  
được mang đẹp lại,  
phục GHN vào thứ 2  
bản kết nối bộ.  
ủa quản lý  
m việc.  
ng cụ và hàng hoá  
hóa, Hàng hóa phải  
g layout quy định  
lịch trong kho,  
ổ trong kho, các  
dung phải bảo  
thiết bị điện tử  
đầu dọn dẹp

## GHN PEOPLE

Our outstanding growth and achievements over the past 7 years are results of hard work and dedication of thousands of team members. Their talent and courage have built a sustainable business for our customers, employees, community and other stakeholders. It's Always Day One at GHN.



### LUONG DUY HOAI

Founder & CEO  
2016 Forbes 30 Under 30 Asia:  
Retail & E-Commerce

## GHN PEOPLE



# AHAMOVE INTRODUCTION



AhaMove is committed to providing customers with super fast and reliable services, powered by a modern tracking platform, route optimization technology and other advanced & customized app features. AhaMove also helps increase income and improve daily life of tens of thousands of drivers and their family in Hanoi & Ho Chi Minh City, contributing to overall urban economic development & equality.

**AhaMove** on-demand delivery service helps merchants and business owners to deliver goods within the city instantly (from 30 minutes - 4 hours). AhaMove drivers advance cash payment to merchants, then collect from end recipients.

## AHAMOVE SERVICES

**Instant delivery within the city (30 min - 2 hours)**

Super Fast - Super Cheap

**E-commerce delivery (4 hours - Same Day)**

VND 25,000 Fixed Price

## PEAK DELIVERY



SUPER SPEED DELIVERY



IMMEDIATE PAYMENT OF CASH ADVANCES



MODERN AND FRIENDLY TECHNOLOGY



THE TEAMS OF TENS OF THOUSAND DRIVERS



INSTANT DELIVERY SERVICES WITHIN 30 MINUTES - 4 HOURS IN  
HO CHI MINH CITY AND HANOI





**GHN JOINT STOCK COMPANY (GHN)**

**Contact:** 3rd Floor, Rivera Park, 7/28 Thanh Thai, Ward 14, District 10, HCMC

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