





# ANSHIN MAMA 安心妈妈 VENTURE

## THE TEAM



IBS Major







oshua Taylo IBS Major

Nicholas Savoi IBS Major

## WHO WE ARE

- An E-Commerce company based in Japan
- Providing a variety of high quality, reliable and safe baby food
- Monthly subscription service of baby products



## THE PROBLEM STATEMENT

Mother's want the best for their baby

#### **BUT:**

- Trust in domestic baby food at an all-time low
- · Fears of another milk poisoning incident
- Limited supply and high prices adds stress for the mother

## THE VALUE PROPOSITION

- Provide strong community platform for mothers to support each other
- Alleviate the fears of potentially dangerous products
- More time enjoying with family, less time stressing

## **CUSTOMER PROFILE**

- Urban (Tier 1,2 City) housewife 25-35 years old
- Has a child aged 0-3 years old
- 4-2-1 Family Structure

## Behavioural patterns:

- Net-savvy, reads healthcare websites, mommy forums/news
- Shops online, attends mother gatherings
- Highly concerned about health and development of child

## **CUSTOMER FINANCES**

- Urban Chinese mothers are in charge of household finances
- Annual Income Levels: 1.2MM JPY 3.2MM JPY (Middle to Affluent Class)
- Spends about 50% of annual disposable income on child
- Average monthly amount spent on baby food: 57,800 JPY

## NUMBER OF CUSTOMERS

- Mothers in Target Segment that:
- 1)Do not breast-feed
- 2)Shop online
- 3) Buy only imported milk formula
- = 8.8 MM Mothers

# **CUSTOMER SURVEY**

- We conducted a survey of 50 mothers in China
- Average income: 2MM JPY a year
- All 50 participants stated interest in our service
- Majority of participants stated that a subscription box size of 10KG was ideal
- Average customer willingness to pay for a subscription box a month was 41,000 JPY

# **COMPETITORS**

#### **Brick and mortar stores:**

Supermarkets, hypermarkets

#### Online Retailers:

- Taobao, Chinese e-commerce site
- Redbaby, Chinese e-specialist in baby products
- Amazon CN

## Individuals:

- Entrepreneurs
- Smugglers

## WHY US?

- Specialized brand that stands for quality and safety
- Reassurance & reliability no need to stress over securing baby food
- Not merely an e-commerce site but a community to support mothers

## **MARKETING STRATEGIES**

## Face to Face Approach:

- Attending Chinese mothers convention tours in Shanghai and Beijing
- Café/Hub spot promotions

#### Digital Approach:

- Participating and interacting with online forums and QQ groups
- Approaching mummy bloggers and pitching our services/ endorsements

## Other online approaches:

- Point-reward systems
- Customer referral rewards
- Web contests

# **HOMEPAGE**



# **PRODUCT PAGE**



# THE SUBSCRIPTION BOX



# **SUBSCRIPTION BOX**

- Loaded with supplies that are meant to last a month
- 10KG of milk formula and baby food
- Priced at 40,603 JPY

## A typical box contains:

- 6 tins of milk formula
- 25 jars of baby food

# FINANCIALS - YEAR 1 TO 5

Period	Year 1	Year 2	Year 3	Year 4	Year 5
Current customers	219	345	501	743	1,131
Revenues	89,623,992	141,901,946	210,173,365	313,439,455	479,757,886
Less: COGS	54,960,595	87,019,282	128,885,725	192,212,136	294,204,468
Gross Profit	34,663,397	54,882,664	81,287,640	121,227,318	185,553,418
Less: Operating Expenses	38,052,000	45,476,000	54,936,000	73,692,000	89,004,000
EBITDA	(3,388,603)	9,406,664	26,351,640	47,535,318	96,549,418
Income Taxes	-	3,391,103	9,499,766	17,136,482	34,806,065
Depreciation	100,000	200,000	250,000	300,000	350,000
Net Income After Taxes	(3,488,603)	5,815,562	16,601,873	30,098,836	61,393,353
Operating Margin	-4%	7%	13%	15%	20%
Net Profit Margin	-4%	4%	8%	10%	13%

# **VENTURE VALUATION**

Discounted Terminal Value: 510 MM JPY

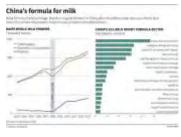
For a 30% annual return,

 We offer an equity stake of 30% for 41.2MM JPY





#### CHINA'S GROWING DEMAND FOR MILK POWDER



- Imports of milk powder have jumped since the 2008 melamine milk poisoning incident
- Foreign brands dominate the market

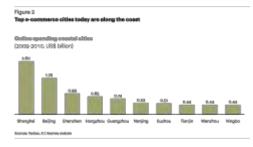
## CAGR RATES

- Current value of Baby Milk Formula Market in China 2012: 1.2
   to IPY
- Estimated CAGR Rates 2012-2017: 13.4%
- Current Value of E-Commerce Market in 2012: 6.6 tn JPY
- Estimated CAGR Rates 2012-2017: 29.4%
- Previous CAGR of Baby Food Sold Through Internet for 2008-2012: 4.85%

## LOCATION OF THE MIDDLE CLASS



## TOP E-COMMERCE CITIES IN CHINA



## **CUSTOMER SURVEY**

- We conducted a survey of 50 mothers in China
- Average age of mothers: 29 years old
- Average income: 2MM JPY a year
- · Average baby age: 18 months old
- All 50 participants stated interest in our service
- Majority of participants stated that a subscription box size of
- Average customer willingness to pay for a subscription box a month was 41,000 JPY

## **CUSTOMER PROFILE - APPENDIX**

## **Urban Household Population Distribution in**



(Boston Consulting Group and Ogilvy)\*

#### **NUMBERS OF BABIES**

Baby Estimates	2014	2015	2016	2017	2018
% of Urban Babies in China	12,534,426	12,601,999	12,612,292	12,571,793	12,491,659
Breakdown Estimates	2014	2015	2016	2017	2018
Upper Affluent Babies	62,052	62,386	62,437	62,237	61,840
Middle Affluent Babies	806,671	811,020	811,682	809,076	803,919
Middle Class Babies	2,109,755	2,121,129	2,122,861	2,116,044	2,102,556
Total	2,978,477	2,994,535	2,996,980	2,987,357	2,968,315

#### BREASTFEEDING IN URBAN CHINA



## TARGET SEGMENT

- Mothers who don't breastfeed
- Shop Online
- Buy Imported Milk Products

Mothers Who Breastfeed						
Age	2014	2015	2016	2017	2018	Total
0-6 Mths	255,196	256,572	256,781	255,957	254,325	
7-12 Mths	889,969	894,767	895,498	892,622	886,933	
13-24 Mths	1,133,474	1,139,585	1,140,516	1,136,854	1,129,607	
Total Breastfeeders	2,278,639	2,290,924	2,292,795	2,285,433	2,270,865	11,418,655
Mothers Who Shop Online (80%)	1,822,912	1,832,739	1,834,236	1,828,346	1,816,692	
Mother's Who Buy Foreign Milk (97%)	1,768,224	1,777,757	1,779,209	1,773,496	1,762,191	
Size of Target Segment	1.768.224	1.777.757	1.779.209	1.773.496	1.762.191	8.860.877

## **CUSTOMER SURVEY**

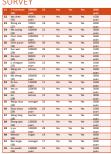
- Is it easy to get foreign milk formula in China?
  - · Yes, online but high prices
- · What about baby food?
  - Yes but also very high prices
- Our service sells a monthly subscription box full of baby food and milk products that you pick out yourself. Would you like to use this service?
- Majority are already buying overseas online. They are very open to a new subscription service as well.
- If so, how much would you pay for it? (Assume a 4kg box full of whatever baby food and milk formula you choose)
- If it is only 4kg, they would like to buy baby products like diapers.

  10kg box is preferable so they could buy more products including milk formula

## **CUSTOMER SURVEY**

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		Tuan)						
	Souvered	Admis	26	795	701.	Tel	3330	
	(xx)						yuan	
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	(20)	year					yean	
8	Tang yoyo	190000	28	765	364	Tei	3300	
	(28)	year					yuan	
	Zhavg tisha	170000	1	705	701	Tes	2000	
	(27)	year					ywan	
7	Wyfeng	330000	18	795	784	Tel	2000	
	(29)	year					yuan	
	Terguin	133000	30	795	784	Tei	1300	
	(80)	year					yuan	
	(21)	60000 YMR1	,	Wes	394	Tes	1300 VW20	
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	(30)	year					yuan	
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	(27)	year					yean	
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18	Diplogue	140000	18	70%	784	Tel	3000	
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	(26)	year					yean	
22	Yang xon	130000	29	795	764	Tei	3000	
		year					yuan	

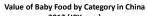
## **CUSTOMER SURVEY**

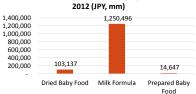


#### **CUSTOMER SURVEY**

	Liu xueshan (29)	200000 yuan					2000 yuan	
44	Zhang suiyun (31)	manager	2	Yes	Yes	Yes	2000 yuan	
45	Chang guang (27)	120000 yuan	24	Yes	Yes	Yes	2000 yuan	
46	Tang fei (23)	Housewife	23	Yes	Yes	Yes	2000 yuan	
47	Wang huixing (28)	Housewife	18	Yes	Yes	Yes	1300 yuan	
48	Liu yuzheng (31)	170000 yuan	19	Yes	Yes	Yes	2500 yuan	
49	Zhang min (26)	120000 yuan	20	Yes	Yes	Yes	2000 yuan	
50	Qian jiao (24)	manager	12	Yes	Yes	Yes	1500 yuan	

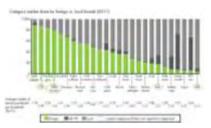
#### **BABY FOOD IN CHINA**





\*Baby Food in China, Euromonito

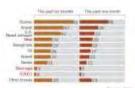
## FOREIGN VS LOCAL BRANDS



- Dominance of foreign brands of milk formula over local brands (80% vs 20%)
- Strong distrust of local brands due to previous poisoning issues

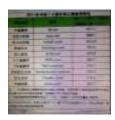
(Kantar Baby Worldpanel Research)\*

# SURVEY ON CUSTOMER ATTITUDES TOWARDS JAPANESE PRODUCTS



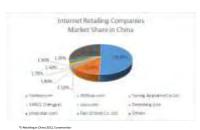
- Survey conducted in Nov 2012 shows that consumer demand for Japanese milk formula is still strong
- Survey conducted by Ipsos and Robb Research
- 200 Chinese mothers in Beijing, Shanghai, Huangzhou, Wuhan, Sehngyang, Xian, Chengdu, Jiman and Xiamen
- Majority of mothers focused the product itself
- 1/3 didn't buy Japanese products but only 10% of that group said that cared about Sino-Japanese ties
- Majority of mothers put their babies' health and development ahead of national interests

## BABY SITES IN CHINA



- Baby and health related website receive large amount of traffic
- Online traffic ranges from 4,5 MM to 205,000 visitors in just a month (Ireseach.com.cn)

## E-COMMERCE IN CHINA



## ESTIMATED CUSTOMER ACQUISITION TIME

- Number of hours worked per staff a day: 12 hours
- Number of hours taken to acquire customer: 6 hours
- Number of Chinese-speaking staff on team: 2
- Number of customers acquired in first month (12/6)\*2\*20 = 80 customers
- Goal: Increase Customers Acquired by at least 1% every subsequent month

#### MILK POWDER IN JAPAN

Market Share of Japanese brand in Milk Powder



■ Meiji ■ Morinaga ■ Wakodo ➤ QP Corp ■ Bean Stalk Snow ■ Others

Demand for baby food in Japan remains sluggish

- Declining at a 1% CAGR
- Factors: Low birth rate, couples having children later

However, prepared baby food category growing at 2% CAGR

Factors: Increasing working mothers

Top 3 brands: Meiji, Morinaga and Wakodo with 72.3% market share

## PRODUCTS WE SELL



- Japanese baby milk formula, 850g
- Most popular brands Meiji, Morinaga and Wakodo
- Baby food that has no preservatives, 100g



- COMPETITORS TAOBAO
  - Biggest e-commerce site in China
  - 370 million registered owners
  - Wide range of products, but mostly focused on Apparel
  - Marketplace system, where individuals can setup own storefront
  - Mark-ups of Japanese milk formula varies, from 220% to more
  - No community page



## COMPETITORS - REDBABY.CN



- Biggest Chinese baby e-specialist
- Holds own inventory of baby products
- Acquired by Suning in 2012 due to
- Sells a wide variety of infant products
- Does not sell Japanese milk formula, but other foreign brands such as Nestle and domestic brands
- Mark-ups of foreign milk formula brands are around 150%\*
- No community page

## COMPETITORS - AMAZON CN



- 7<sup>th</sup> Regional website of Amazon
- Originally Joyo.com, got acquired in 2004
- Limited variety of milk products
- Japanese milk products sold at high mark-ups (200%-300%)
- No community page

#### **BRICK AND MORTAR STORES**



- Only big hypermarkets and few supermarkets sell foreign brands of milk formula and infant products (EUSME Research)
- Stores concentrated mostly in tier 1 and tier 2 cities (McKinsey China Research)
- Often facing stock-out situations for foreign milk formula, thus customers resort to buying it online or going to Hong Kong
- Buying limits in place in Hong Kong (Only limited to 2 cans)
- Legitimate channel, but relatively expensive

#### **COMPETITOR PRICES**

#### Supermarkets

- Similar basket of products range from approximately 36950 JPY
- \*Usually out of stock quickly

#### Online Retailers

- Similar basket of products range from 29,550 JPY to 53,450 JPY
- \*Time consuming to compare different prices

## LOCAL PRICES IN CHINA

Name	Beingmate Children Fomula	Young	YiLi Young Formula	Children	Wissun zhenbang baby
Place of origin	Hang Zhou		Hohhot Mongolia)	(inner	Hongkong
Stage	1-3 years old		1-3 years old		1-3 years old
Net content	900g		900g		900g
Price	310 vuan		330vuan		24Ωvijan

## **COMPETITORS - INDIVIDUALS**

- Entrepreneurs who buy milk formula in other countries such as Netherlands, Britain, Germany and then ship them back home.
- Challenges to them: Supermarkets in these countries have now placed a limit on how much an individual can buy (2 cans per person)
- Individuals cannot bring out more than 2 cans of milk formula from Hong Kong, huge fines (KHD 500,000) and a 2 year jail term

## I.T FEATURES OF ANSHIN MAMA

## Big Three

- Aggregation of products from different pages and refitting to our own website
- Box capacity meter showing how much space is left in the box as customers shop
- The M.E.A.N. System
- (M)ongoDB (E)xpressJS (A)ngularJS (N)odeJS
- Faster and responsive website on connected platform
- Cost Effective and easily scalable
- Aggregating products and updating real time
- Interactive Shopping Experience

## POTENTIAL SUPPLIERS

Yanagi Enterprise Co Ltd

- 3-2, Kamioogire, Hanazono-cho,, Toyota-shi, Aichi Shiawase Inc
- Motoyama-Minamimachi 8-6-26, Kobe

Aggregated websites themselves

• Prices even lower than retail for some products

#### AGGREGATED WEBSITES

- Amazon JP
- Kenko, http://www.kenko.com/
- Shioji, http://www.shioji.co.jp/commodity/baby\_food/index.html
- LOHACO, <a href="http://lohaco.jp/g2/54-5407/">http://lohaco.jp/g2/54-5407/</a>
- Aeon NetSuper, <a href="http://netsuper.aeon.jp/">http://netsuper.aeon.jp/</a>
- Akachan.net <a href="http://shop.akachan.jp/shopping/c/cc00135">http://shop.akachan.jp/shopping/c/cc00135</a>
- Blao, http://www.safemilk.info

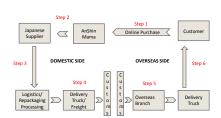
#### WHY PARTNER WITH US?

- Specialized brand image for safety, quality, and reliability
- Multiple brands to leverage overall appealing factor through subscription box
- Community based around our brand
- Reach into the Chinese market

## THE SUBSCRIPTION SYSTEM



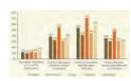
## 3PL LOGISTICS FLOW - 6 STEPS



## LOGISTICS SOLUTIONS PROVIDERS

- Sagawa Global Logistics Providers
- Kuroneko Global Logistics Solution
- Schenker-Seino Logistics
- MOL-Logistics Group

## 3PL LOGISTICS - CHALLENGES



- Inquiries sent out to 5 logistical companies in Japan
- Was unable to receive a quote due to reasons such as:
- Logistical company wanting to check our company's credit
- Logistical company wanting to check our vendor of shipper's credit

Instead, used a study on average costs of 3PL in Asia-Pacific and derived a figure of 12% of sales revenues.

#### ADVANTAGES OF 3PL

- Time-saving (We only have 4 team members and 2 interns)
- Efficient
- No need to hire additional staff/packers
- No need to rent warehouse
- · Allows us to achieve scalability

#### ALTERNATIVES TO 3PL - JP POST

Japan Post Surface or Economy Airmail

- Prices ranging from 5,500JPY to 12,200 JPY for a 10KG Parcel
- Time taken: Ranging from 2 weeks to a month
- Downside: Requires warehouse, manual packing (additional labor), No tracking available

## COSTS WITHOUT 3PL SYSTEM

Estimated costs:

Shipping 1 order to warehouse: 200JPY

•Warehouse: 250,000 JPY Per month

Labor (5 x Packers): 680,000 JPY Per

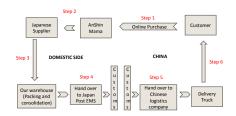
Month

## DISTRIBUTION IN CHINA

Company	China Post EMS	Shunfeng Express	Zhajisong Express	Shengtong Express	TianTian
Network Coverage	20,000 locations 2,000 cities 200 countries	2,000 locations 1,500 cities 32 regions	2,000 cities 32 regions	315 cities 32 regions	1,200 cities 34 regions 185 countries
Special Coverage	Nationwid e	Guangdon g, HK		Zhejiang, Jiangsu, Shanghai	Zhujiang River, Delta Regions
Delivery Time	2-2.5 days	1 day	2 days	3 days	3 days

Average delivery costs per order within Chinese cities: 484 JPY to 775 JPY (Depending on speed)
Company of choice: China Post due to nationwide coverage

## DIY LOGISTICS FLOW - 6 STEPS



## PAYMENT SYSTEM - ALIPAY



- 51% of all online transactions in China conducted through Alipay (EUSME Research)
- One time set-up fee of \$1,000 USD
- Allows customer to purchase in RMB while we get paid in JPY
- Transaction fees between 2%-3.5%
- Weekly/Monthly settlements

#### MARKETING TOUR IN CHINA - INTERACTING WITH POTENTIAL CUSTOMERS

### Shanghai

- The bund
- Changning
- Kongkou

## Beijing

- Xuanwu
- Chongwen
- Dongcheng
- Xichen

#### MARKETING: REFERRAL SYSTEM

- For any subscription that is referred by a customer:
- Sign 1 user up: 20 Points
- · Sign 2 users up: 40 Points
- Sign 3 Users up: 60 Points
- · Sign 4 Users up: 80 Points
- Sign 5 Users up: 100 Points (1 free 10KG box)

Scales up by 20 points for every new user referred to us

## DIGITAL MARKETING: POINT REWARD SYSTEM

Each box will come will a special code which gives points:

10KG boxes – 10 Points

Every 100 points lead to a free 10KG box

## MARKETING: QQ GROUPS



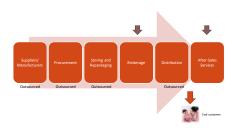


- Over 300 online QQ groups and 48,240 users in Shanghai alone
- Vibrant community, mothers constantly in touch with each other on health care, education and milk products for their child
- Big communities in Chongqing, Beijing and other Tier 1 Cities as well

## DIGITAL MARKETING: BABY CONTESTS

- Best Healthy Food Recipe Contests
- Cutest Baby Photo Contest
- Creative Recycling Contest with our product waste

## VALUE-CHAIN POSITIONING



## P&L EXPECTED SCENARIO

Period	Year 1	Year 2	Year 3	Year 4	Year 5
Current customers	219	345	501	743	1,131
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Operating Margin	-4%	7%	13%	15%	209
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# P&L EXPECTED SCENARIO (3PL)

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Less: COGS	44,851,000	71,012,728	105,178,148	156,856,134	240,087,730
Gross Profit	44,772,992	70,889,219	104,995,217	156,583,321	239,670,156
Less: Operating Expenses	36,090,879	46,324,234	64,496,804	90,148,735	118,650,946
EBITDA	8.682.113	24,564,985	40.498.413	66.434.587	121,019,210
Income Taxes	3,168,971	8,966,220	14,781,921	24,248,624	44,172,012
Depreciation	50,000	80,000	130,000	150,000	170,000
Net Income After Taxes	5,463,142	15,518,765	25,586,492	42,035,962	76,677,198
Operating Margin	10%	17%	19%	21%	25%
Net Profit Margin	6%	11%	12%	13%	16%

## P&L OPTIMISTIC SCENARIO

Period	Year 1	Year 2	Year 3	Year 4	Year 5
Current customers	241	425	693	1,153	1,952
Revenues	94,226,312	166,494,612	276,463,692	462,622,840	788,226,300
Less: COGS	57,782,900	102,100,372	169,537,293	283,696,653	483,368,187
Gross Profit	36,443,412	64,394,240	106,926,398	178,926,187	304,858,113
Less: Operating Expenses	38,052,000	45,476,000	54,936,000	73,692,000	89,004,000
EBITDA	(1,608,588)	18,918,240	51,990,398	105,234,187	215,854,113
Income Taxes	-	6,820,025	18,742,539	37,936,924	77,815,408
Depreciation	100,000	200,000	250,000	300,000	350,000
Net Income After Taxes	(1,708,588)	11,898,214	32,997,860	66,997,262	137,688,705
Operating Margin	-2%	11%	19%	23%	27%
Net Profit Margins	-2%	7%	12%	14%	17%

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Period	Year 1	Year 2	Year 3	Year 4	Year 5
Current customers	241	425	693	1,153	1,952
Revenues	94,226,312	166,494,612	276,463,692	462,622,840	788,226,300
Less: COGS	47,154,163	83,319,763	138,352,161	231,512,750	394,456,180
Gross Profit	47,072,150	83,174,849	138,111,531	231,110,090	393,770,120
Less: Operating Expenses	36,643,157	49,275,353	72,391,643	108,050,741	155,667,156
EBITDA	10,428,992	33,899,495	65,719,888	123,059,350	238,102,964
Income Taxes	3,759,652	12,220,768	23,692,020	44,362,896	85,836,119
Depreciation	50,000	80,000	130,000	150,000	170,000
Net Income After Taxes	6,619,341	21,598,727	41,897,868	78,546,454	152,096,846
Operating Margin	11%	20%	24%	27%	30%
Net Profit Margin	7%	13%	15%	17%	19%

# P&L PESSIMISTIC SCENARIO

Period	Year 1	Year 2	Year 3	Year 4	Year 5
Current customers	219	297	360	446	543
Revenues	89,623,992	131,238,695	163,215,450	203,409,787	251,122,913
Less: COGS	54,960,595	80,480,200	100,089,475	124,738,060	153,997,434
Gross Profit	34,663,397	50,758,495	63,125,976	78,671,726	97,125,480
Less: Operating Expenses	38,052,000	45,476,000	54,936,000	54,936,000	54,936,000
EBITDA	(3,388,603)	5,282,495	8,189,976	23,735,726	42,189,480
Income Taxes	(1,236,840)	1,904,340	2,952,486	8,556,729	15,209,307
Depreciation	100,000	200,000	250,000	300,000	350,000
Net Income After Taxes	(2,251,763)	3,178,156	4,987,489	14,878,997	26,630,172
Operating Margin	-4%	4%	5%	12%	179
Net Profit Margin	-3%	2%	3%	7%	11%

# P&L PESSIMISTIC SCENARIO (3PL)

Period	Year 1	Year 2	Year 3	Year 4	Year 5
Current customers	219	297	360	446	543
Revenues	89,623,992	131,238,695	163,215,450	203,409,787	251,122,913
Less: COGS	44,851,000	65,676,462	81,678,755	101,793,416	125,670,743
Gross Profit	44,772,992	65,562,234	81,536,695	101,616,371	125,452,170
Less: Operating Expenses	36,090,879	45,044,643	58,921,854	63,385,174	69,170,750
EBITDA	8,682,113	20,517,590	22,614,841	38,231,197	56,281,420
Income Taxes	3,168,971	7,488,920	8,254,417	13,954,387	20,542,718
Depreciation	50,000	80,000	130,000	150,000	170,000
Net Income After Taxes	5,463,142	12,948,670	14,230,424	24,126,810	35,568,702
Operating Margin	10%	16%	14%	19%	22%
Net Profit Margin	6%	10%	9%	12%	14%

## **REGULATIONS AND TAXES**

• Operating a e-commerce website outside of China: No operating license required

• Import duty of baby products: 20%

• VAT: 17%

