

Ninja Van Q&A Transcription

S/No	Question	Answer
1	Does the drop test apply to fragile items?	Yes, the drop test applies to fragile items, but depending on the actual item, we may not drop the item from a high height. 75cm is a general guideline for parcel of 10kg. If it is a fragile item, we may drop it from 20cm or 30cm.
2	Why is the drop test so crucial? Is this a common occurrence in your hub & spoke model?	The drop test is actually referenced to international standards, and it is not something that Ninja Van came out with. We drop our parcels from 75cm as a reasonable worst-case scenario drop test. If your parcel can withstand the drop from such a height, it probably means that it is safe for last mile delivery.
3	Recyclable vs. safety – which is more important?	Safety to the inner contents of the parcel is more important.
4	Are you looking for tracking solutions, aided by Big Data, that will significantly optimize the route & enable cost optimisation besides driver safety & security.	No, we are not looking for tracking solutions for this problem statement.
5	Is there a volume requirement available at this point?	It goes back to the consumer behavior. Consumers now want parcels in all shapes and sizes. By and large, we are looking for a solution that is customizable and adjustable to a certain degree. The upper limit of what we can deliver is 30 kg and 300cm in combined dimensions of length, width, and height.
6	The test is for Ninja, but customer may not have the correct cushioning and securing. How can we transfer this cushioning to customer?	This project will be two-fold. The first step is to come out with the proposed packaging, and the second step is to source for buy in. Specific to buy in we have actually reached out to some of our bigger partners like Lazada and Amazon, the biggest e-commerce players in Singapore. They have indicated interest should such a solution go live. They will be happy to implement the proposed solutions together.
7	I understand most of the LM providers, uses a standard method of measuring the parcel size eg; L+W+H less than 80cm = small, etc. May I know who sets this standard?	This is a norm that is followed by the industry.
8	How about water damage i.e. rain or spillage? Would it be a significant consideration for packaging	Water damage is not our main concern, and it is not likely to be the kind of damage that will happen to our parcels.

9	What are the types of packaging you are using currently? Carton? Reusable plastic container, etc?	Currently we use four main types of packaging. We use bubble wraps and shrink wraps to secure the parcel itself; we use carton boxes and poly mailers for packing.
10	How can we test the feasibility of idea in terms of cost? What is the cost of current packaging?	It is very hard to give a number, as the SKUs are very varied. You can compare your proposed solution's cost to existing solutions, referencing to how you would typically pack certain items.
11	Is there any verification test conducted at Ninja Van when the seller claims they have provided adequate packaging?	We do not just discard the packaging when it is damaged; we take photos for evidence. We will use our packaging standards posted in the ESCC2020 website as a benchmark to see if the seller is liable or if Ninja Van is liable for the damage. As long as the seller can reach 70% of the standard, we will take it that it is Ninja Van's liability.
12	By volume requirement, could you share what is the quarterly/yearly requirement for the material in terms of purchase numbers?	E-commerce is booming. After the Covid19 outbreak, e-commerce has boomed even more. On a daily basis, easily a few hundred thousand parcels get shipped. If you can do a one to one match, that means there is a requirement for 100,000 set of packaging a day.
13	Are you considering biodegradable packaging?	Yes, we are. One of the tenets of this challenge is for eco-friendly packaging.
14	Can you please clarify application of drop test to electrical appliances, pre-packed dining sets (by re-known brands) and other fragile products? Sounds like some suppliers need to re-think how they pack their products for eComm.	The concern here is, do we actually go around dropping parcels from a height of say 75cm - the answer is that we do not. Prepacked appliances, prepacked dining sets, etc., will be in what we call "manufactured packaging". Sometimes these are really not very robust. These are really in carton boxes that are more for aesthetics. The last mile delivery involves more touch points for the parcel, which actually means that these manufactured packaging need additional layers of packaging for protection if possible.
15	What is current the percentage of your damage return using the current packing by ninja van?	To clarify, Ninja Van does not pack the parcels. The parcels are packed by the sellers, who hand over to Ninja Van for delivery. We only pack the parcels when we find that the packaging is inadequate to ensure that the parcels do not get damaged any further. To rephrase this as the percentage of parcels being damaged when they are sent in by the sellers, it is in the range of near 0.5%.
16	Any requirements for frozen/chilled items packaging? or NV currently only do normal ambient temp products?	Currently Ninja Van does not do any fresh or frozen delivery.
17	Do u have any standard size of carton you are using currently?	We current maintain multiple different sizes and dimensions in our inventory of carton boxes, as the parcels that come our way will be in different sizes and dimensions.

18	What is the “products” category that always get damages?	Typically parcels that require manual sorting are the parcels that always gets damaged. There are two main types. One is fragile items like alcohol or mineral water. These are given in the original manufactured packaging which are not very robust. Another category is odd-shaped items like chairs and dumbbells, things that have very unique shapes that cannot be stacked properly; these are very prone to damages as well.
19	So, this challenge is based on Concept of packaging? material of packaging? or solutions to focus on fragile packaging like GLASS?	We are looking at a more general use-case packaging. Fragile items are just a small subset of what we deliver.
20	Is ninja van also looking for track and traceability of the package?	No, we are not. 100% of our parcels are already track and traceable for all parts of the parcel journey right now.
21	Understand that cost competitive for the packaging for NV. What is NV’s take on cost vs performance? better performance with more premium cost acceptable?	We are looking for cost competitiveness. If higher cost packaging comes with better performance, it must be able to outshine the lower cost one in all other segments. Cost is a major concern for everyone.
22	It seems like NV takes initiative to improve on inadequate packaging sent in by the seller. Do you conduct drop test to verify on the improved packaging?	We do not conduct drop test on a day to day basis, on every single parcel. We do this only upon sellers’ request or audits as requested.
23	Does ninja van supply to customer upon requirement for packaging materials? With a fee of course.	We do, but it is an extra service, not a profit driver. It is not our core business at the moment.
24	If the sellers can choose their own packaging, then is there a way for Ninja Van to enforce a compulsory sustainable packaging policy ?	It may or may not happen in the near future. I think everyone is aligned to having better packaging. We are going towards this direction.
25	Are you looking for reusable material of packaging instead of carton box which you are using now ?	Yes, it is part of the eco-friendliness design requirement of this problem statement.
26	To rephrase, is NV looking at material cost itself or with per box costing involving material cost, efficiency, productivity sustainability effort etc?	We do take into account efficiency and productivity which can be translated to tangible costs as well.

27	would a slight change in the current system of ninja van acceptable? or are we looking at only redesign of the product/packaging?	We are agile and adaptable. If something makes sense, we will try to adopt it.
28	Currently does packaging protection comes from structure or material design?	It is a matter of both. It is a combination of material used and the way packing is done. So, both structure and material design offer protection.
29	Will your drop test to be done in a lab / controlled environment with G-sensor producing the value or will it be just visual appearance or checking?	It is by visual inspection. We check for 2 things – (1) The parcel is not damaged (2) The external packaging is not overly torn.
30	Will this challenge look at protecting the product or also the security?	If “security” means the ability to prevent unauthorised access to the package, then no, it is not what we are looking at for this problem statement.
31	What is the weight we are looking at for the drop test?	Depending on the weight, the higher the weight the lower the height we will drop it from. Up to 10kg, we will do a 75cm drop. Refer to ISTA references easily available on the web.
32	Do you need the packaging to be waterproof? Or it is not required?	Waterproofing is not required but the packaging should be able to withstand typical usage, e.g., water droplets.
33	What other testing will happen other than drop test?	You can refer to problem statement on the various objectives. There will be other tests specific to the objectives of this challenge we listed, e.g., for eco-friendliness. The drop test is most important because it concerns robustness of packaging.
34	Who is paying for packaging?	At the starting point it is the seller who pays for the packaging. They are responsible to buy the package and pack the items. The seller can pass on the packaging cost to the customer through delivery price and item price. The 3PL can share this packaging cost with the seller through rebate arrangements.
35	Has Ninja looked around for packaging materials/methods? Or has any concepts/solutions piqued Ninja's interest thus far.	We hope to know if there are better solutions out there, compared to what everyone is currently using now.
36	Who distribute? And how to distribute the packaging?	This will be at the industry level effort, involving the 3PLs, various platforms and big market players to collaborate on the proposed solution.
37	If the design is being accepted, will there be a contract sign for the supply?	It is too early to answer this question.
38	Basically, Drop Test is more related to handling damage. How about shock and	The packaging can be robust, but if the item is not packed properly, it will move around in the packaging. Thus the proposed solution must be innovative enough to ensure that

	vibration experienced by the package during transit?	the item inside the packaging is secured and cannot move around.
39	Great focus on sustainable materials. Could this extend to pallets too- Is that part of NV scope?	This is not in the original problem statement, but will be interesting to explore.
40	Does Ninja Van use the standard Euro Pallet size only ?	By and large we use the euro pallet size, but we do receive pallets that are of slightly different dimensions.
41	Aside, handling the parcel can be the cause of the damage. is NV currently using handling solution like lifters?	We are trying to explore automation as much as possible in this segment of damage. If the packaging can run through our sortation belt, it can also reduce damage because the using the belt is machine handling, it is more reliable and reduces damage.
42	Possible to request for site visit ?	Unfortunately, no, in this current Covid19 climate. Warehouse access is now tightly controlled.
43	How committed is Ninja to push the new packaging if it proves to be a success?	Ninja Van is very committed. We are looking for a good solution to adopt 100%.
44	Currently how does ninja band rectify the problems of caused by substandard packaging Like missing items and damaged airway bills other than rejecting them.	Once our drivers pick up the parcels, we do not reject them anymore. Damaged parcels are passed to a recovery team who will open them up to make sure that the contents are still in good shape and repack the parcels using our own material. If the contents are damaged, we will reach out to the shippers to ask if they want the parcels back, and work out how we can still ensure that the customers get their parcels, for a good customer experience.
45	Will comparison tests be done for the proposed solutions to the existing solutions?	Yes, comparison tests will be done.