

GSI Commerce enables all aspects of ecommerce, cross-channel retailing and digital marketing for global brands and retailers. We have unique insights that bring brands and consumers together and we leverage these insights to help our clients compete more effectively.

By partnering with GSI, brands and retailers can grow their businesses faster and more profitably than they could on their own. That's because we share a common goal with our clients – every solution that we provide is designed to drive revenue online and in-store.

GSI Commerce is a division of eBay Inc. (Nasdaq: EBAY). The eBay/GSI Commerce combination brings a full set of products and services that enable commerce for brands and retailers of all sizes. GSI's products and capabilities are available on a modular basis, or as part of an integrated, end-to-end solution.



## Snapshot

- Serving 1,000+ retailers and brands
- \$4 billion in ecommerce transactions
- 5,000 employees; 10,000 at peak
- Global presence with offices in Tokyo, Singapore, Barcelona, London, New York City and Los Angeles

## 2010 Fast Facts

- Leading provider to the Internet Retailer Top 500
- 30MM+ orders; 1.9B webstore visitors
- 24.4 million packages shipped
- 17.9 million contacts handled
- 37 billion e-mails sent
- Ranked 12<sup>th</sup> largest U.S. digital agency by *Advertising Age*

## Ecommerce Technology

### Webstore

Leading front-end technology to build your ecommerce and mobile stores and tools to manage them directly.

### Commerce Exchange

Back-end technologies that smoothly manage transactions from order capture to shipment. Integrated management of complex product, price and item details. Built-in quality monitoring and auditing.

### Multichannel

Technologies for integrating brick & mortar stores with ecommerce, such as ship-from-store, ship-to-store, drop-ship, and associate ordering systems.

### Payments

Order processing that supports payment methods including PayPal, BillMeLater, Visa, MasterCard, American Express, gift cards and more. An extensive set of fraud prevention services including assumption of fraud risk.

## Ecommerce Operations

### Fulfillment

A global network of more than three million square feet of distribution centers dedicated to D2C fulfillment. Value-added services include gift wrapping, fragile packaging, personalization, inserts, mono-gramming and more.

### Customer Service

A global network of customer service centers dedicated to multichannel commerce. Four call centers with 1,900 seats. Service provided in 10 languages.

## Global Marketing Services

### Digital Agencies

True Action Network and Silverlign are full-service digital agencies that offer strategic and creative direction to help clients acquire customers across channels, convert more visitors into buyers and build significant loyalty.

### Marketing Products

We provide a full suite of marketing products, including email marketing, data-base management and segmentation, affiliate marketing, online ad retargeting, analytics and attribution management.