



CHINA'S LARGEST RETAILER

JD.com is China's largest retailer and the world's third largest internet company by revenue. JD operates China's largest nationwide logistics network, developed in-house, covering 99% of the population, and is pioneering innovations to transform global retail. JD partners with the world's top brands and suppliers. Through its Retail as a Service strategy, the company is opening its technology and infrastructure, to empower partners, suppliers and other industries. With innovations like unmanned stores and autonomous delivery vehicles, JD is charting the future of retail wherever consumers are.



Active customers



Orders made via mobile

THE FUTURE OF SHOPPING

As the largest retailer in China, JD.com delivers quality, authentic products to consumers at unparalleled speeds. Our customers can shop however they want: online, offline, or even virtually.

All of this is enabled by the most advanced retail technology in the world, from a drone delivery network for rural shipments to unmanned delivery vehicles in dense urban areas. Behind the scenes, AI and robotics make our supply chain modern and powerful. When combined and shared with other retailers and partners all over the world, our technology makes up the infrastructure for the future of shopping.

CHINA'S LARGEST RETAILER A FORTUNE 200 COMPANY

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Delivering the Future of Shopping

CES 2019

BOOTH NO: LVCC S30329



ROBOTICS & DRONES

As the scale of e-commerce keeps increasing, robotics and automation in warehousing and delivery help retailers achieve unprecedented levels of efficiency and customer service. No matter where customers are, we have a solution to reach them, from robotic systems to help us fulfill orders at a moment's notice, to drones to help us deliver packages across great distances and challenging terrains in a matter of minutes. As JD shares its technology and infrastructure with other companies, these innovations will make the entire retail industry, not just JD.com, more efficient.



AR/VR



Augmented and virtual reality technology are blurring the boundaries of shopping online and offline. JD is using advanced AR and VR technology to give customers a real-life sense of what products look like, without having to try them on or pick them up. Our AR shopping function enables customers to experience how a product might look in their homes, directly from their phones or other devices. In brick-and-mortar stores, the AR Styling Station and AR Fitting Room let consumers virtually "try on" a range of products from cosmetics to apparel. These innovations are essential to JD's Boundaryless Retail vision: the idea that customers should be able to buy whatever they want, whenever and wherever they want it.



SMART SUPPLY CHAIN



Behind every successful retail operation is a highly efficient, smart and agile supply chain. JD's ability to accurately predict demand, to automatically replenish inventory and to store and transport it in the most efficient ways, enables the company to deliver to hundreds of millions of customers same- or next-day. As JD opens its smart supply chain capabilities to its partners, it gives them the ability to manage every step of the retail process with unprecedented precision and convenience. This keeps retailers in business, and raises both access to products and quality of service for a large number of consumers.

BLOCKCHAIN



Blockchain technology gives consumers a level of transparency into the products they buy that was never before possible. JD works with suppliers to use blockchain to trace every step in the supply chain, from production to delivery. Widespread implementation of blockchain technology will give consumers more confidence in the safety and authenticity of their purchases.



SMART HOME



Smart home technology is becoming a part of everyday life for many consumers. JD has been at the forefront of this technology, releasing China's very first smart speaker in 2015. JD's IoT platform now enables users to control all of their home devices, and even make purchases by voice, from anywhere in their homes, and even in connected cars.