Shorten the fulfillment process to increase efficiency and access customers faster with increased precision

Smart logistics - automation of facilities, operations and decisions

One-stop supply chain solution for JD merchants as well as other enterprises

Global Smart Supply Chain (GSSC) strategy:
Revolutionize global commerce by enabling other companies and industries to discover more efficiencies.

Our Story So Far

2007: Dissatisfied with China’s existing delivery infrastructure, JD.com builds its own logistics network with locations in Beijing, Shanghai, and Guangzhou

2010: JD.com becomes the first e-commerce company in the world to launch same-day and next-day delivery service

2015: Launches research and logistics innovation lab, to develop smart logistics and unmanned technologies

2017: Establishes JD Logistics as a separate business group and launches specialized services such as JD Luxury Express - JD’s luxury white glove delivery service

2018: Opens its leading logistics network to consumers with the launch of parcel delivery

2019: Launches Open Platform for Digital Supply Chain, expanding the benefits for smart supply chain to a wide range of industries

Robust Logistics Capabilities

- Covers 99% of China’s population
- Can deliver over 90% of orders same-day or next-day
- 6 major logistics networks: normal-sized items, bulky items, cold chain, B2B, cross-border, crowd-sourced
- 25 Asia No.1 logistics parks
- Leverages a network of over 730 warehouses covering approximately 17 million square meters

Our Technology

Warehouse Automation:
- 25 Asia No.1 logistics parks with the most advanced logistics centers in Asia, equipped with cutting-edge warehouse technologies
- Robotics technology, including AS/RS shuttle systems, parallel robots and automated ground vehicles, is deployed to pick, stack or move goods in various fulfillment locations

Delivery Drones:
- World’s first e-commerce company to commercially deploy drones for rural deliveries
- World’s first 300-km radius low-altitude general aviation logistics network built in Shaanxi
- World’s first Delivery Drone Scheduling Center (operating in Suqian)

Autonomous Delivery Robots:
- Developed to serve dense urban environments; currently being piloted on university campuses and at residential and office buildings
- Launched two smart delivery stations in the cities of Changsha and Hohhot
- Self-driving trucks currently being piloted on selected routes

Green Stream Initiative:
- Eco-friendly packaging logistics
- Cloud-based smart supply chain management
- 48-hour cross-border shipping
- Parcel-delivery service