

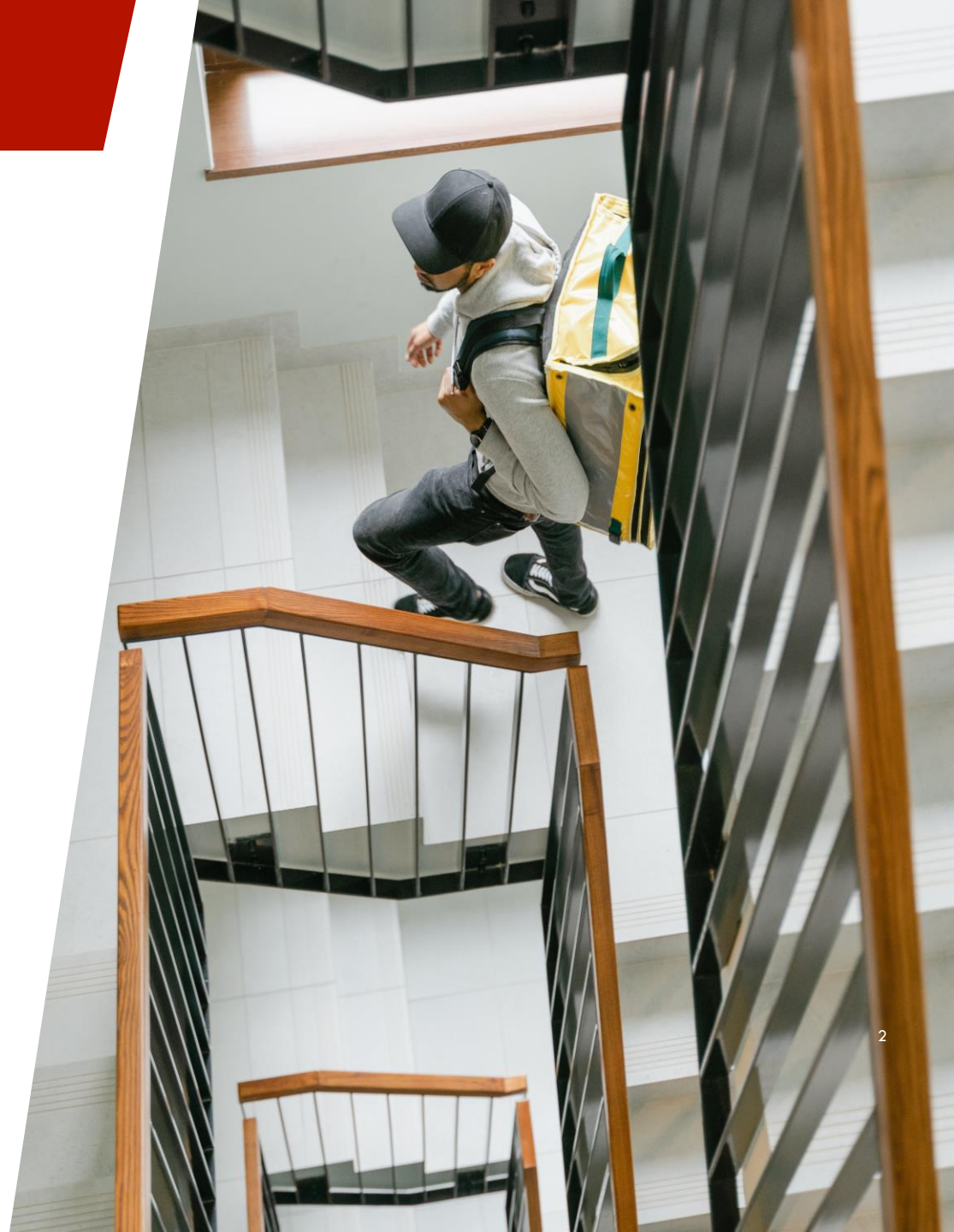
COMPANY DELIVERY

Business Plan



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DISCLAIMER

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EXECUTIVE SUMMARY



EXECUTIVE SUMMARY

Market

- The global courier, express, and parcel (CEP) market was valued at USD 376.03 billion in 2021, and it is expected to reach USD 675.72 billion by 2027, witnessing a CAGR of 10.26% during the forecast period.
- The size of the Courier, Express, and Parcel (CEP) market in North America was estimated to be around 97.5 billion US\$ in 2020.
- Customers are becoming increasingly sophisticated with their demands and between 20% and 25% of them might opt for same-day or instant delivery if it were available at low prices.

Goals

- Provide a variety of service options to customers through courier aggregation.
- To extend our reach to the entire USA and beyond.
- To focus on delivering packages for customers on a “just-in-time” basis.
- Low cost and highly efficient, proven services.
- To ensure that customers have a great service experience, so they come back again.

Strengths and Benefits to the Economy

- Creating more employment opportunities as the business expands
- Contributing to the growing US market for courier services
- Adding to the national exchequer by paying taxes
- Serving as a major enabler of growth in the economy
- Finance the business with zero debt
- Promoting quality of services at affordable rates

Business Model

Company Delivery is an integrated courier service company based in Austin, Texas. The legal structure of the entity is a Limited Liability Company (LLC) and offers franchise mailbox services with leading delivery operators (i.e. FedEx, UPS etc.) under agency agreements. Delivery operators post the coordinates of the company's office on their websites and their client accordingly contact the entity for their courier needs. By doing this the business earns an agency fee. In addition to this remuneration, the business also receives a constant flow of traffic from clients in its office.

EXECUTIVE SUMMARY

Management

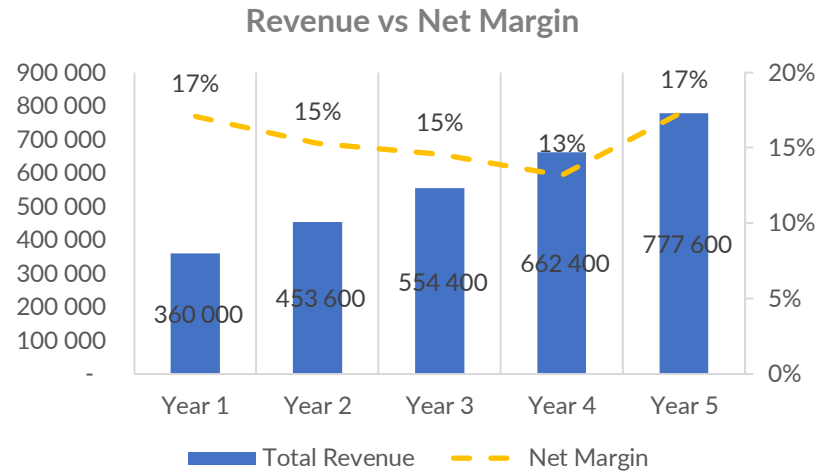
Mr. XXX is a results- oriented professional with 10 years logistic experience. He implemented business startup and development programs, prepared a variety of training materials for specialists of all levels; and carried out more than 50 training sessions for newcomers.

Due to his unique skills (including developed methodologies) in customer service, staff training in logistics, and extensive knowledge of the peculiarities of cargo transportation, Mr Mikhaylovich intends to apply for USCIS EB1 Visa under the “Extraordinary Ability” category (Refer to Pg 42 & 43 for details)

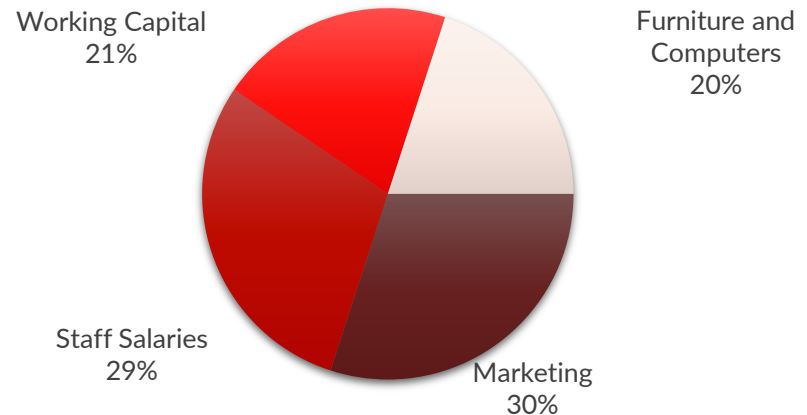
Key Performance Indicators

Net Present Value @ 3%	\$	176,084
Initial Investment	\$	100,000
IRR		46%
Accounting Rate of Return		87%
Revenue CAGR		21%
Profit CAGR		18%
Cash CAGR		33%

Financial Performance



Sources and Uses of Funds





MARKET RESEARCH



The surge in demand from the e-commerce industry has boosted the global courier service market

Nowadays, e-commerce sector is a driving force boosting the global courier service industry. It mainly involves B2B businesses and online shopping. There has been a surge in the use of e-commerce across the globe in recent times. Amazon plans to deliver packages into customers' hands in less than half an hour and named this service as Amazon prime air. Facebook invested \$5.7 billion in the Reliance Jio platforms creating an e-commerce leviathan to take on companies like Walmart and Amazon in one of the world's most competitive web fields.

The global Courier Services Market is experiencing substantial growth, and is expected to grow exponentially in the next few years. Courier service is a facility by which messages, consignment, goods, parcels, mails, etc. are delivered from one place to another. A courier company offers delivery facilities in neighborhoods or universal areas. Courier services are recognized for their tracking features, speed, security, transportation mode, etc. Courier service is a fundamental requirement for individuals or organizations that sell items on the web and need a delivery solution for sending a large volume of packages. Courier services use courier software to provide electronic tracking details and electronic proof of delivery. Courier services are generally expensive when compared with general mail services.

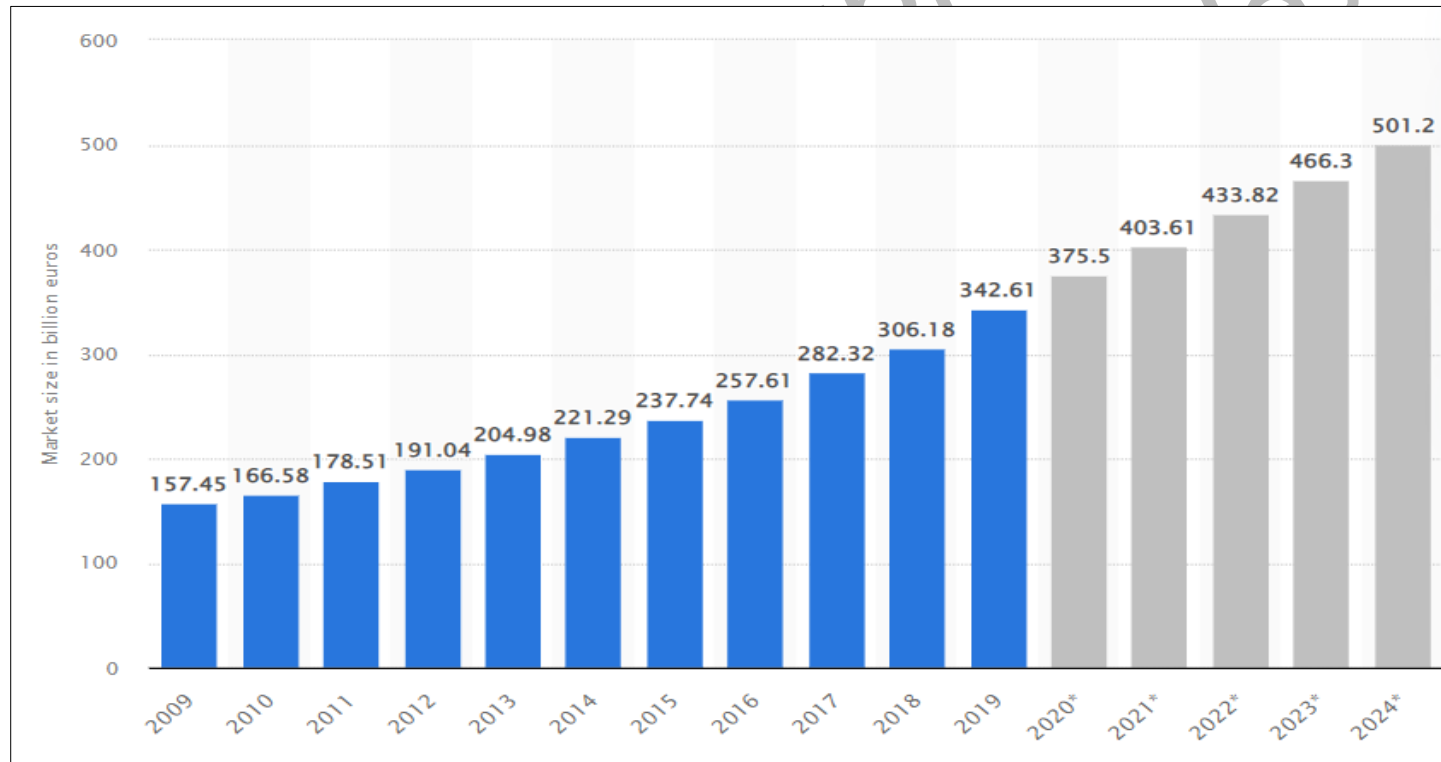
The global Courier service market is segmented on the basis of Product, Business, Destination, End User, and region. Based on Product, the market is divided into Courier, Express, and Parcel services. Based on Business, the market is divided into B2B (Business-to-Business), Consumer-to-consumer (C2C), and B2C (Business-to-Consumer) clients. Based on Destination, the market is divided into Domestic, and International. Based on End User, the market is divided into Services (BFSI (Banking, Financial Services, and Insurance), Wholesale and Retail Trade (E-commerce), Primary Industries (Agriculture, and Other Natural Resources), and Manufacturing, Construction, and Utilities. Geographically, the market is analyzed across several regions such as North America, Europe, Asia-Pacific, LATAM, and MEA.

Key players of the Courier service market analyzed in the research include FedEx Corporation, SF Express (Group) Co. Ltd., Deutsche Post DHL Group, United Parcel Service Inc., Yamato Holdings Co. Ltd, Qantas Courier Limited, Aramex PJSC, SG Holdings Co. Ltd, PostNL NV, and Singapore Post Ltd. These companies have adopted several strategies such as product launches, partnerships, collaborations, mergers & acquisitions, and joint ventures to maintain their foothold in the market.



Courier, express and parcel (CEP) market size worldwide between 2009 and 2024

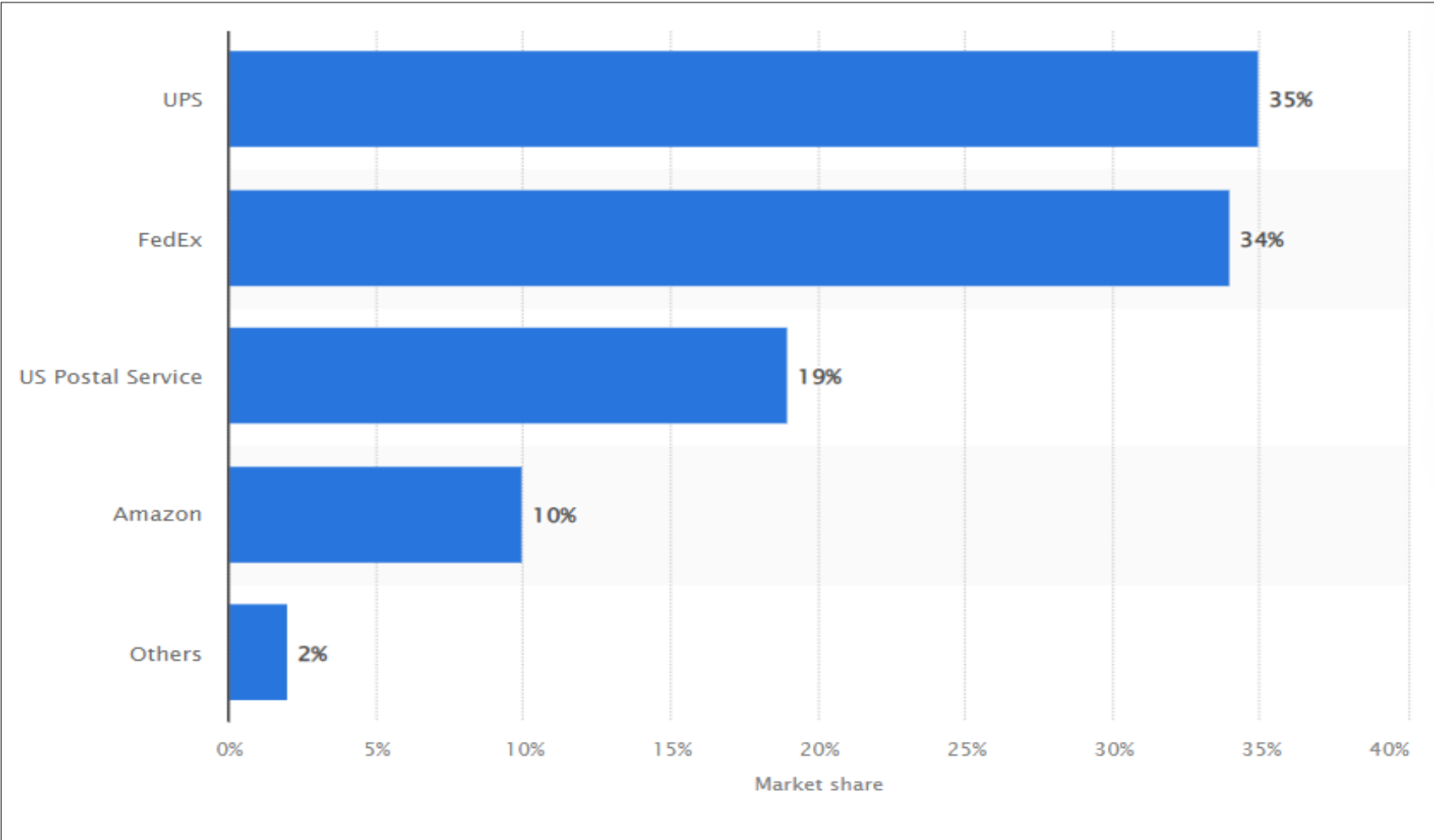
In 2020, the global courier, express and parcel market is expected to be worth 375.5 billion euro. As the customer needs change with the economic evolution, the market responds by creating new business opportunities. The introduction of courier, express and parcel (CEP) services is an example of this development in the logistics and transportation industry. In simple terms, the CEP market provides traditional postal services faster and more reliable. In 2018, DHL, FedEx and UPS constituted 91 percent of the courier and local delivery service market globally. Although three firms are the major market dominants, the global logistics industry is highly competitive. Firms providing logistics and transportation services are subject to a multitude of trade policies which could favor some companies over others to provide the same service. Therefore, logistics and transportation firms face challenges in keeping a stable revenue growth path.



Market Research > U.S. Market

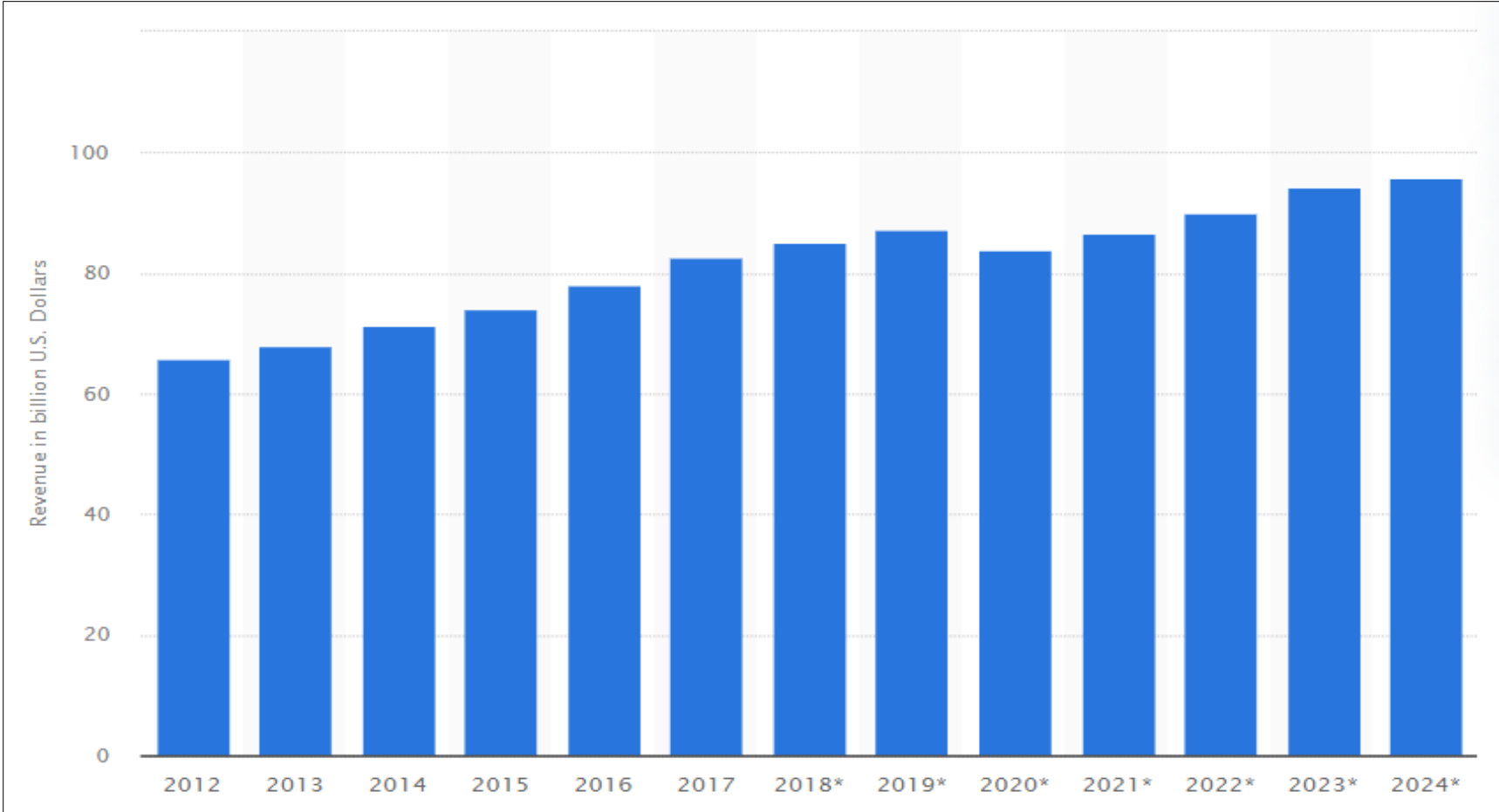
Market share of the leading couriers and local delivery providers in the United States in 2020

The statistics illustrates the market share of express and courier service providers in the United States in 2020. In 2020 United Parcel Service (UPS) held a market share of 35 percent in the U.S, while Amazon's own logistics business had 10 percent of the market.



Industry revenue of couriers and express delivery services in the U.S. from 2012 to 2024 (in billion U.S. Dollars)

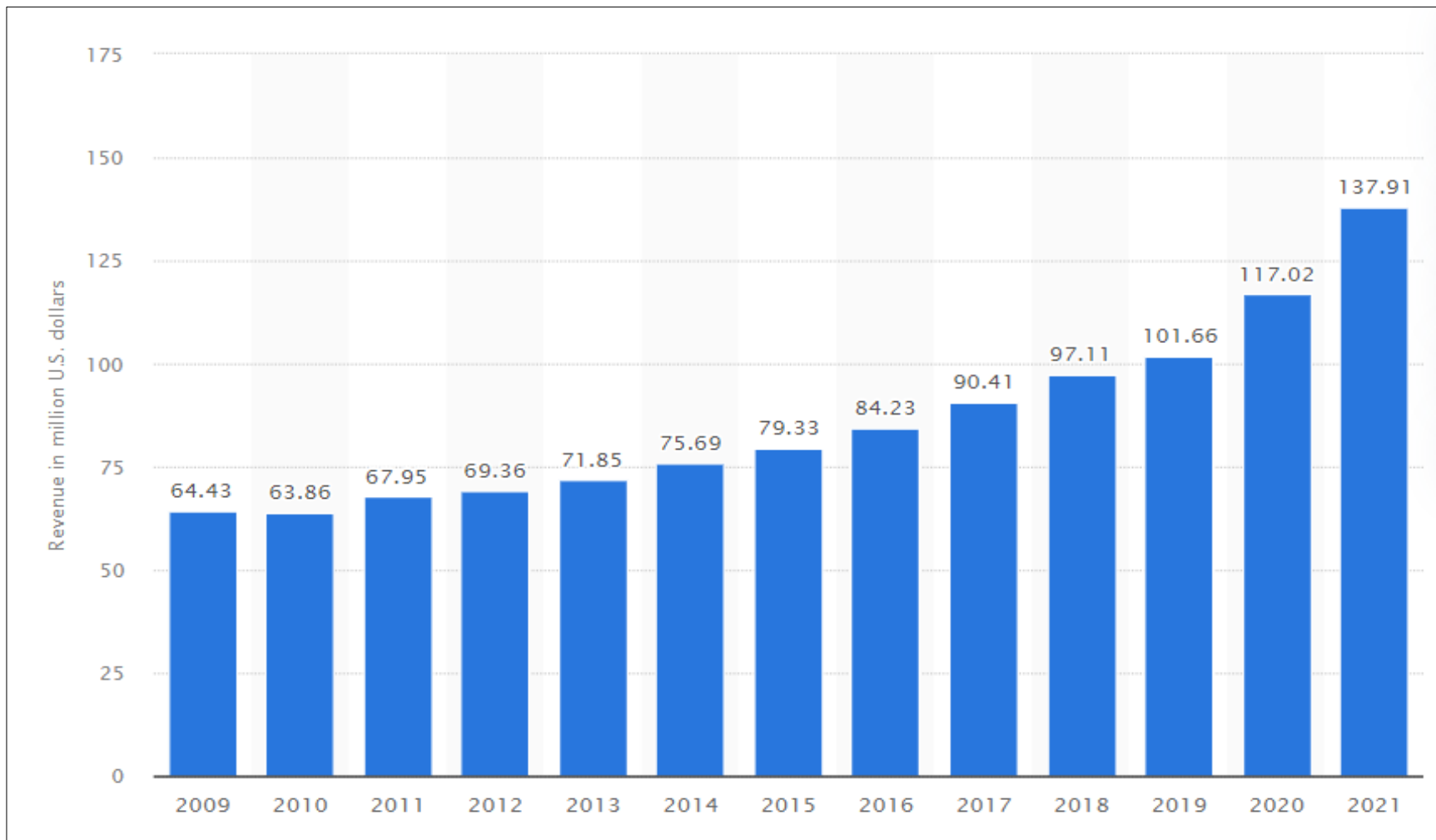
The statistic shows the revenue of the industry couriers and express delivery services in the U.S. from 2012 to 2017, with a forecast to 2024. It is projected that the revenue of couriers and express delivery services in the U.S. will amount to approximately 95.7 billion U.S. Dollars by 2024.



Market Research > U.S. Market

Revenue of the U.S. couriers and messengers industry from 2009 to 2021 (in million U.S. dollars)

In 2020, U.S. couriers and messengers generated 137.9 billion U.S. dollars in operating revenue. The largest courier and delivery service provider in the United States is UPS, with 35 percent of the courier market.



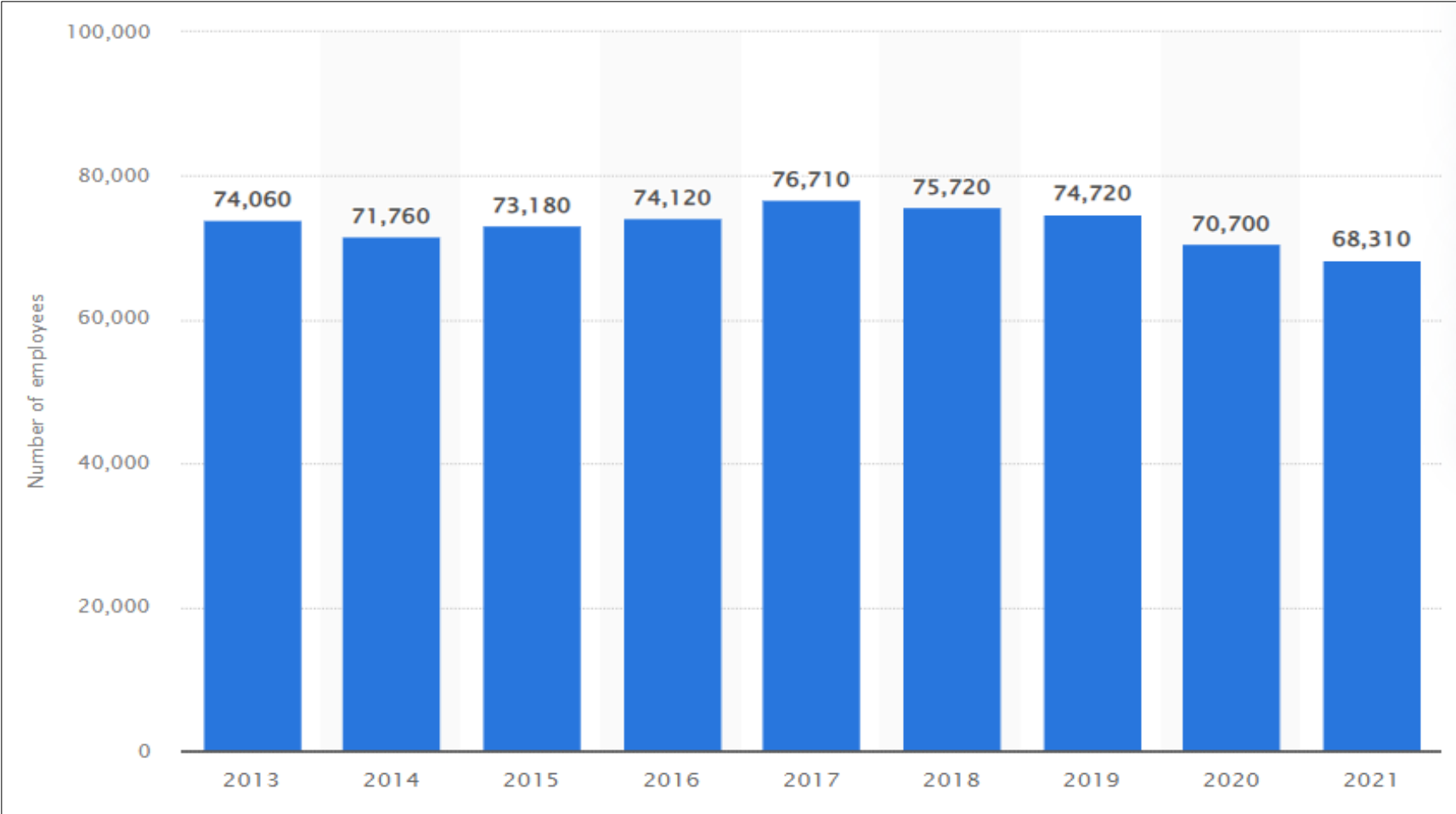
Total parcel volume received and sent in the United States from 2014 to 2020 (in billion pieces)

This statistic presents the household package volume received and sent by mail in the United States from the year of 2014 to the year of 2020. In the year of 2020, some 6.3 billion parcels were received and sent by mail in the U.S.



Number of individual couriers and messengers in the United States from 2013 to 2021

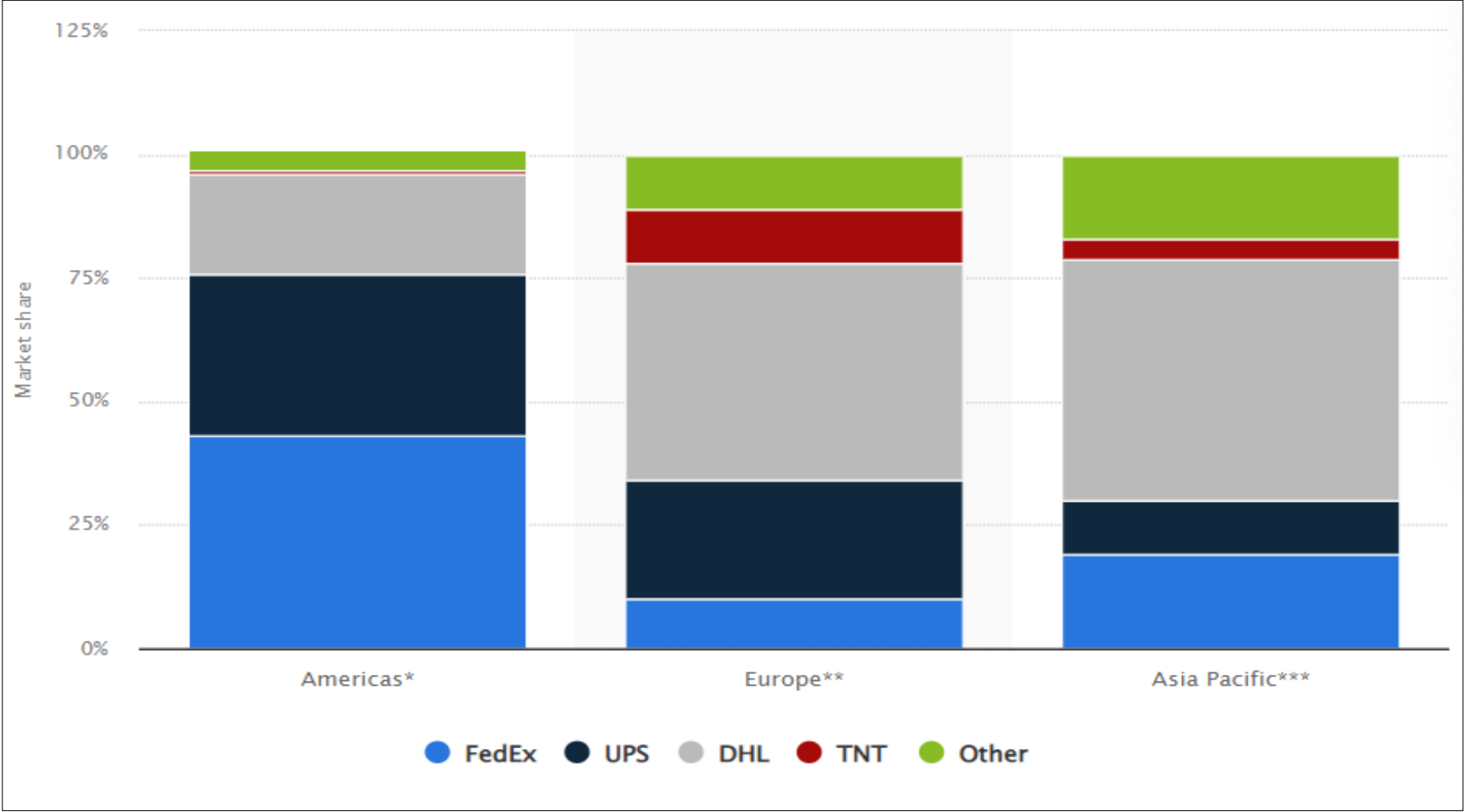
In 2021, there were 68,310 individual couriers and messengers in the United States. In that same year, postal service workers in the United States earned on average 25.71 U.S. dollars per hour.



Market Research > U.S. Market

Couriers and local delivery service providers' market share in 2017, by region

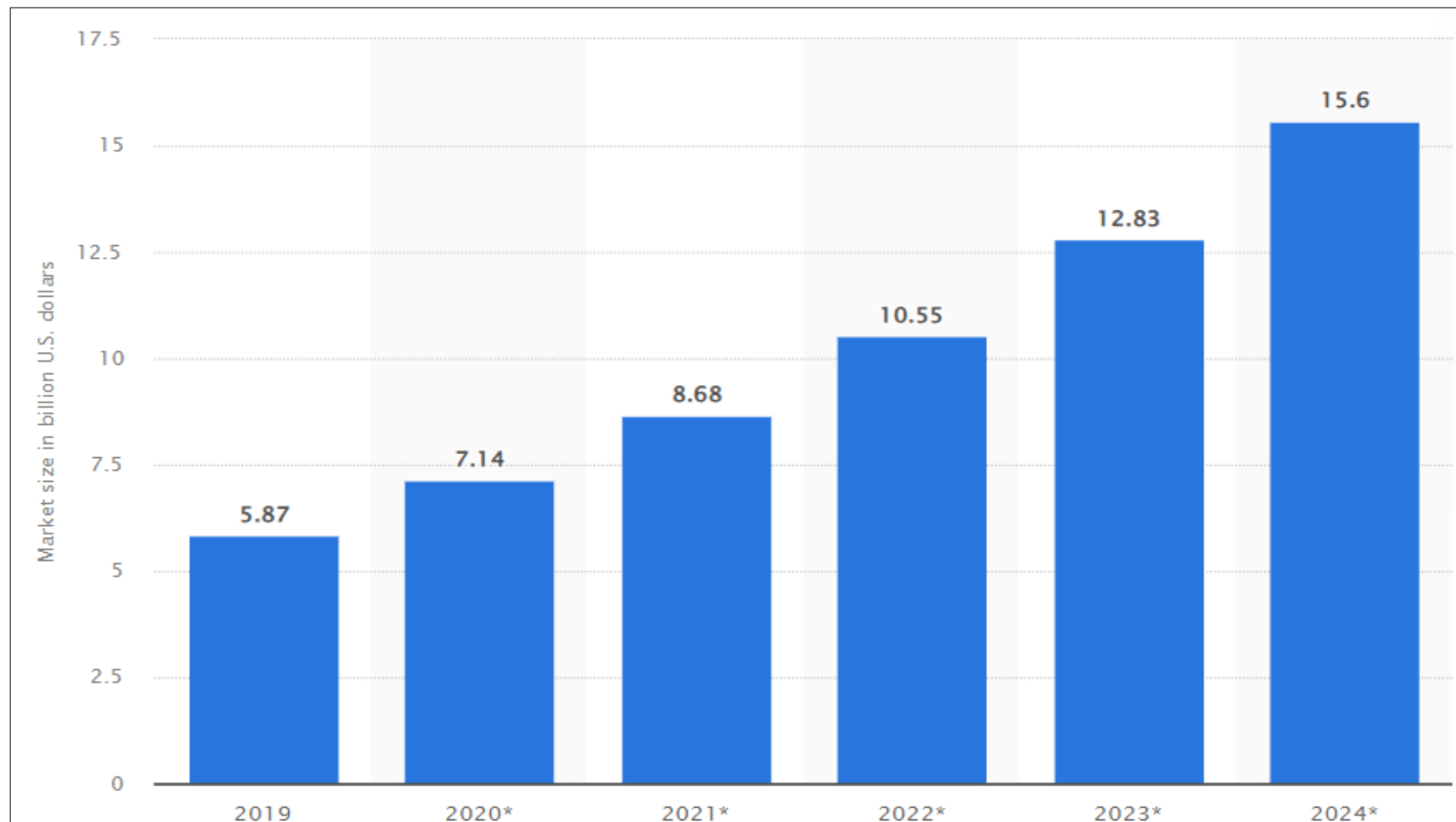
The market share of courier companies varies by region: Germany-based DHL maintains the largest market share in Europe and the Asia Pacific region with a market shares of 44 percent and 49 percent respectively, while U.S.-based FedEx has the largest market share in the Americas at 43 percent. Overall, DHL is the largest provider, with 38 percent of the consolidated global market.



Market Research > U.S. Market

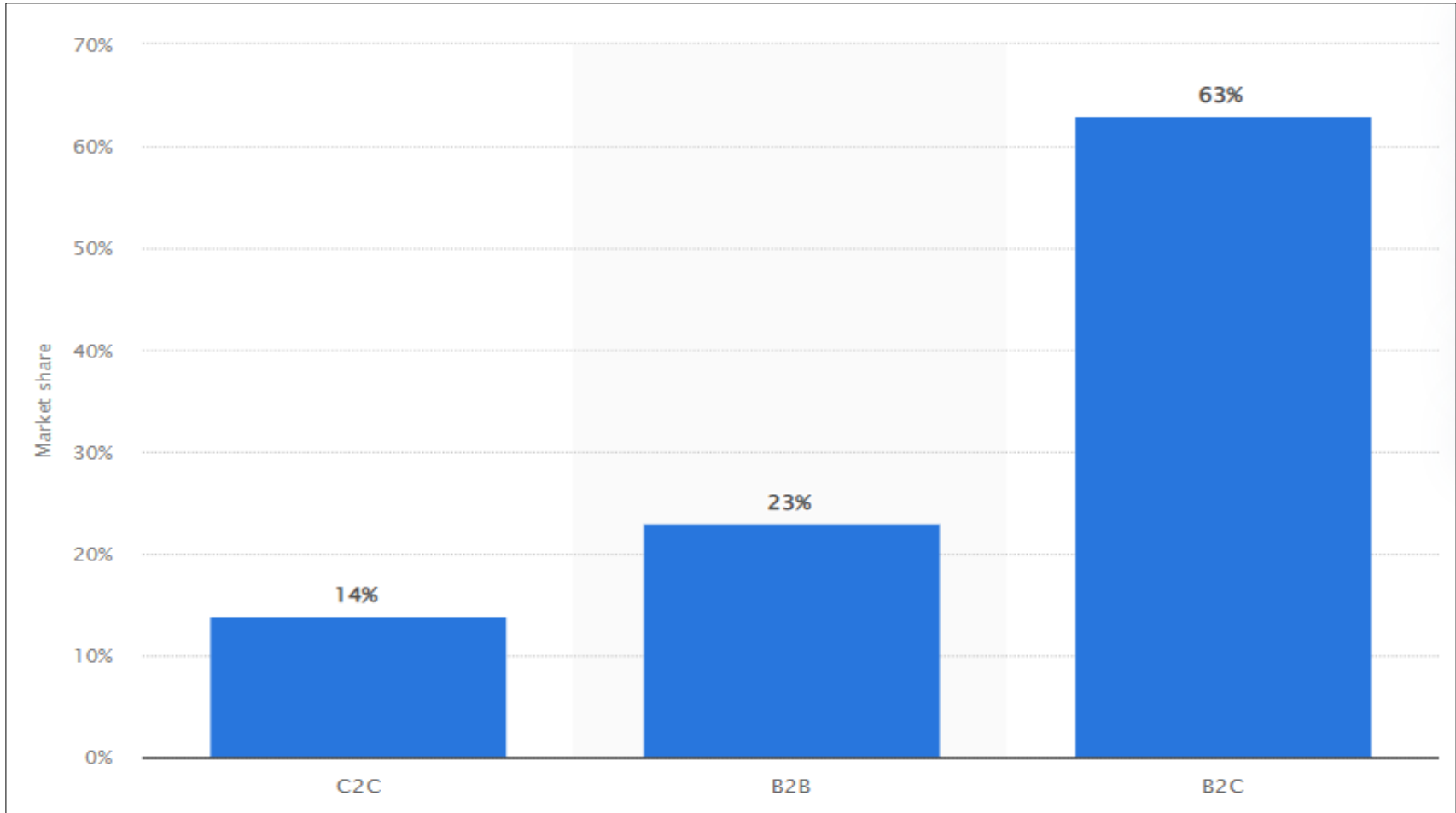
Same-day delivery market size in the U.S. from 2019 to 2024 (in billion U.S. dollars)

In 2019, the same-day-delivery market in the United States amounted to 5.87 billion U.S. dollars. By 2024, this market is forecasted to reach 15.6 billion U.S. dollars. Same-day delivery by e-commerce in the U.S. is one of the most requested services.



Market size of same-day delivery services in the United States in 2018, by segment

In 2018, 63 percent of same-day package deliveries in the United States were for business-to-consumer (B2C) parcels. The remaining market was split between business-to-business (B2B) and consumer-to-consumer (C2C) deliveries.



- **Business License**

Licensing is a big impediment for courier companies. If the company is operating heavy vehicles, all drivers will need specific licenses. It is the responsibility of a business owner to ensure that all drivers have the correct licenses and they do not have any driving bans in place. Like all businesses in the United States, the first type of license commercial couriers need is a business license and they will be subject to audits and taxes as mandated by the federal government.

- **Driving Infraction**

If drivers commit an infraction of some kind while behind the wheel of a vehicle, it can be a serious problem for the owner and the company as well. Not only does it have a negative impact on the company's image, but the owner may also be held responsible. In some cases, if the infraction is a serious one, like drunk driving, the owner may need to look into criminal law assistance for his employee.

- **Insurance**

When starting a courier company, insurance is one of the most important things to consider. If a company deals in delivering goods for clients and they are damaged, the company is liable for that damage. It is the responsibility of the owner or proprietor to ensure that suitable insurance coverage is in place to pay for it.

- **Driver's License**

A commercial courier service, for example, will be inspected to ensure that each vehicle is safe for public roads. Each driver must be sober and must have a valid driver's license on their person at all times. This indicates that they have passed a driving test and understand the rules of the road.

- **Other Requirements**

Some states have further requirements for courier service companies. In most states, they would need a license to handle and deliver alcohol, for example. Some states also require special certification for delivering food and beverages. There are also states where a courier service would need a special courier certificate on top of a regular business license.





BUSINESS MODEL



Business Model > The Entity

Company Delivery is an integrated courier service company based in Austin, Texas. The legal structure of the entity is a Limited Liability Company (LLC) and offers franchise mailbox services with leading delivery operators (e.g. FedEx, UPS, etc.) under agency agreements. Delivery operators post the coordinates of the company's office on their websites and their client contact the entity directly for their courier needs. By doing this the business earns and receives an agency fee. In addition to this remuneration, the business also receives a constant flow of traffic from clients in its office.

Having a range of agency agreements, the entity offers a client who comes to its office a choice of delivery terms from different operators. In fact, it acts as an aggregator of courier services. The client will choose not the operator, but the quality of services required by him/her.

Company Delivery aims to become a trusted, cross-border shipping service allowing consumers and businesses to ship to and from, anywhere in the world on behalf of delivery operators. Customers can send packages to almost any destination within a transit time and budget that suits their needs. The company can help individuals, as well as small businesses, reach customers throughout the world using international couriers.

The company's shipping calculator helps customers to compare and choose which courier service is best based on their needs, as there are a number of factors to think about when considering which courier operator to book.

The company is formed by Mr. XXX who has extensive experience in the field of courier services and possesses a unique set of skills (including developed methodologies) in customer service, staff training in logistics, knowledge of the peculiarities of cargo transportation of any category of complexity.

Name: Company Delivery

Business: Integrated Courier Services

Location: Austin, TX

Geographical Focus: United States

Management: XXXX

Target Customers: Courier Companies, Individuals and Corporate Customers

Business Model – Mission – Vision - Goal



To become the premier integrated courier service provider company serving the courier needs of businesses and individuals in major states of USA by providing our clients with consistent, dependable and accurate service at a cost-effective rate.



To combine the entire range of courier delivery options in one company, providing B2B customers with high-quality service 24/7.



- To extend our reach to the entire USA and beyond.
- To deliver same-day – even within an hour for rush critical deliveries.
- To concentrate on less than 24-hour deliveries.
- To focus on delivering packages for customers on a “just-in-time” basis.
- Low cost and highly efficient proven services.
- To ensure that customers have a great service experience, so they come back again.

Business Model > Key Success Factor



Fast & Efficient Service 01

As specialists in same-day and next-day courier services for businesses, Company Delivery is confident in its ability to deliver door to door, fast and efficiently in and around the United States. The entity treats every consignment individually with the same high level of care and importance customers would expect.

Customer Services 02

Company Delivery prides itself in the customer service they provide and treats every individual and every business with the utmost respect. The entity handles the customer's item(s) in the exact same way, affording the same ethics throughout every service.

B2B Coverage 03

Company Delivery also provides various types of courier and transportation services to small, medium and large companies as well as sole traders in the United States.

Third Party Carrier Alliances 04

Company Delivery has long-standing close relationships with other courier service providers throughout the United States.

Varieties of Services 05

Company Delivery offers wide range of courier services which includes urgent deliveries, real-time proof of collection and delivery (POD), B2B local courier deliveries, B2B legal and court documents and inter-office company mail deliveries.

Business Model > Product & Services



Courier Aggregator Service

Since there are many courier partners integrating with our platform, customers can get a choice to select the one which is best for their business and matches the requirement for each shipment depending on the pickup and delivery pin code. Also, they can choose the service which offers the cheapest rate.



Orders Handling

The company receives and dispatches parcels and correspondence from its integrated courier partners' customers on their behalf. Courier companies post the coordinates of the company's office on their website and the clients of these companies will make contact directly.



Return Order Management




With a platform that has multiple courier partners, it is easier for the company to process return orders. Customers can place a return order directly due to a unified platform.



Payment Options

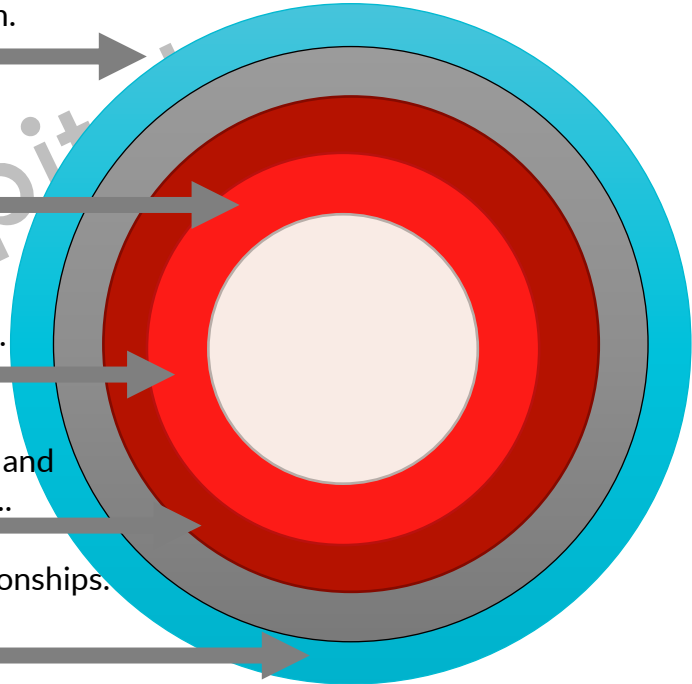
The company provides an opportunity to its B2B customers for collecting payment from their buyers if they don't have the resources to do so. With our eCommerce courier partners, customers can get a choice of cash on delivery or prepaid payments.

Business Model > Competitor Analysis

 The logo for Jet Delivery features a stylized white 'J' and 'D' on a red square background, followed by the words 'JET DELIVERY' in white capital letters on a dark blue rectangular background.	<p>Jet Delivery has grown from a small local Los Angeles courier service, into a leading provider of transportation solutions within the United States. The company claims to provide the best services in the whole country and rapidly expand its physical presence in major US cities. The company is offering services ranging from next flight out to local same-day-delivery service, ground expedited to domestic air service, warehousing, distribution and consolidation.</p>
 The logo for Express Errands & Courier features the word 'EXPRESS' in large, bold, green capital letters with a black outline, set against a black background. Below it, the words 'ERRANDS COURIER' are written in smaller, white capital letters on a black background.	<p>Express Errands & Courier is the ultimate provider of customized B2B, trusted delivery solutions for your business. Over the last few years, Express Errands & Courier has been prevailing in the courier and logistics market offering services to a wide range of industries with a specific focus on retail, business, health care, commercial and the food sector. The company's services are available in Atlanta, Birmingham, Austin, Chicago, Jacksonville, Phoenix, Virginia Beach, Wilmington and Los Angeles.</p>
 The logo for Reliable Couriers features a stylized blue 'RC' monogram inside a circular shape, followed by the words 'RELIABLE COURIERS' in bold, black capital letters.	<p>Reliable Couriers is operating in the US market since 2004. The company specialize in rush deliveries on a national level however it is also offering other courier services such as rush package delivery, medical courier services, legal courier services and same-day freight delivery. All the Company's offices remain open 24 hours a day and 7 days a week and contain sedans, cargo vans, and box trucks in its fleet of vehicles.</p>

Business Model > Competitive Edge

- 1** The company offers its customers a great level of flexibility to choose not the operator, but also the quality of services required by them.
- 2** The company's location in the same industrial park where large companies in Austin are based helps to meet such businesses' courier needs much more efficiently.
- 3** The company offers several online options that enable its customers to integrate functionality into their own businesses to send, manage and track their shipments with higher convenience.
- 4** We provide all types of services including air, ground, domestic, international, commercial and residential through a single pickup and delivery network with the help of our different courier operators..
- 5** We focus on building and maintaining long-term customer relationships. This helps the company retain a larger number of customers.



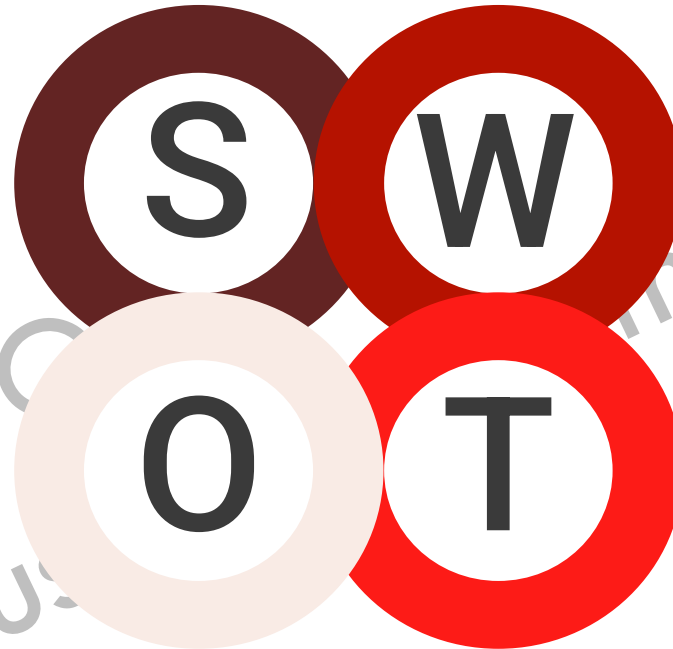
Business Model > SWOT Analysis

Strengths

- Company Delivery's management has diversified experience in the courier operations field.
- The entity is acting as an aggregator of different courier services.
- Quick and unbeatable service to surrounding corporations due to presence in the same industrial park.
- Offering a variety of services under one window platform.

Opportunity

- Sharp growth in the E-Commerce industry could impact positively on the company's business.
- Increased quantum in courier services operators could eventually raise the company's revenue over time.



Weakness

Company Delivery is overly dependent on local courier operators.

Heavy competition in the industry restricts Company negotiation power with the courier operators' agreements.

Threats

- Company Delivery is exposed to heavy competition from the local brands which in turn could impact the company's profit.
- Low barrier to entry would allow other players to enter the market; this reduces profitability due to cut-throat pricing.



Business Model – McKinsey 7s Framework



Hard Elements

STRUCTURE

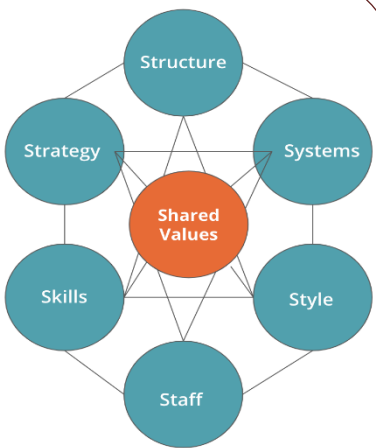
To be a more resilient organization and prepare itself for future disruption, The company should focus on – diversifying suppliers geographically so that climate-related, geopolitical, and other disruptions would not impact the long-term survival of the company. The company needs to fine-tune its organization structure. It needs to have smaller teams, easy reporting to the head office, and enabling teams to make decisions based on real-time developments.

STRATEGY

The company needs to build a balance between short-run cost savings and protecting its core competitive advantage. Customers perceive The company's products and services to deliver a 'value for money' proposition plus a bit extra. In its zest to gain more market share through competing on prices, The company should avoid cutting costs that can result in inferior product and service delivery.

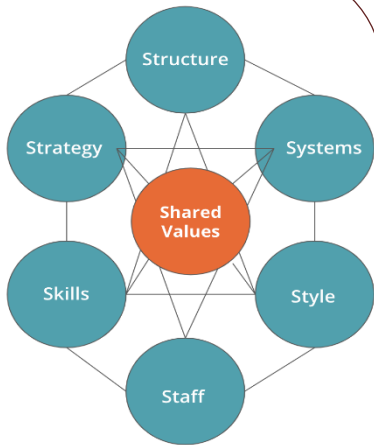
SYSTEM

The company initially introduce Enterprise resource planning (ERP) software, which combines product planning, maintaining inventories and tracking orders into one system. It supports reporting, billing and control and provides for clear reporting to management at all levels about how the courier company is performing its assigned job.



Business Model – McKinsey 7s Framework

Soft Elements



SHARED VALUE

The core values of the company include creativity, honesty, transparency, accountability, trust and quality. Company Delivery also ensures that all its activities and operations are conducted with high ethical and moral standards that are redefined and benchmarked against international criteria. The company encourages an inclusive culture that celebrates diversity.

STAFF

Only capable and promising candidates shall be employed by the company and employees should be provided with growth opportunities. To make the environment more inclusive for the new employees, The company shall build a system for remote onboarding such as - a catalog of short videos, small groups interaction, and technical demonstrations. Open chats for the people to approach people at various levels in the hierarchy. It will not only help the top management to directly interact with the people below but also help in building an open and transparent culture.

STYLE

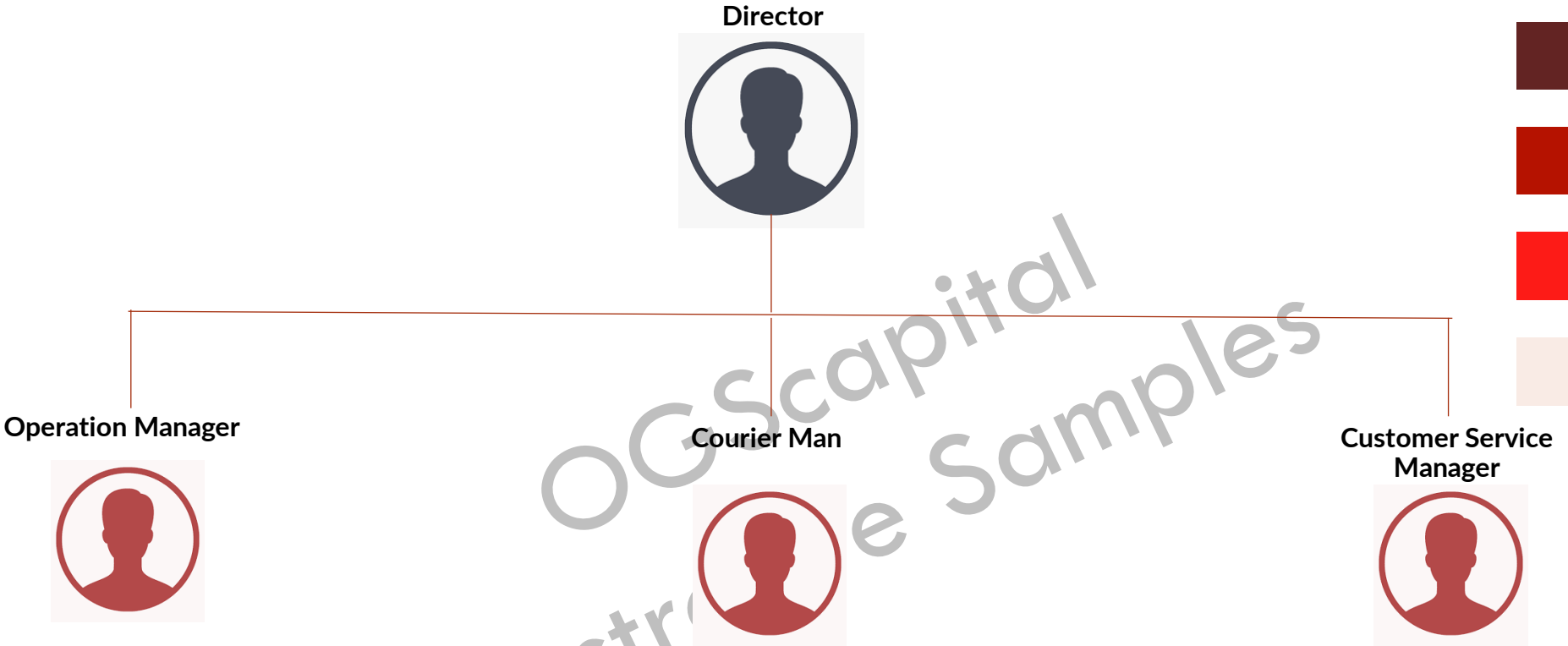
The company has a participative leadership style. Through a participative leadership style, The company engage and involve its employees in decision-making processes and managerial decisions. Through its participative leadership, The company will enhance employee motivation, and increase organizational commitment and ownership amongst employees as well as other stakeholders.

SKILL

Necessary training and development programs shall be organized in a systematic manner and thus it will ensure that all staff members are equipped with skills necessary to achieve a high level of customer satisfaction.



Business Model – Organogram



OG Scapital
Illustrative Samples

Business Model – Staffing Plan

Direct Staff

Particulars	Type	Year 1	Year 2	Year 3	Year 4	Year 5
Designation						
Director	Management	1	1	1	1	1
Operation Manager	Employee	1	1	1	1	1
Courier Man	Employee	1	1	2	3	3
Customer Service Manager	Employee	0	1	1	1	1
Total		3	4	5	6	6

All amount is in US\$

Designation	Annual Salary	Year 1	Year 2	Year 3	Year 4	Year 5
Director	50,000	50,000	55,000	60,500	66,550	73,205
Operation Manager	85,000	85,000	93,500	102,850	113,135	124,449
Courier Man	42,000	42,000	46,200	101,640	167,706	184,477
Customer Service Manager	51,000	-	56,100	61,710	67,881	74,669
Total		177,000	250,800	326,700	415,272	456,799

Other information

Salary Increment Factor 10%

Business Model – Roles & Responsibilities

Director

- Responsible for the day-to-day running of the business.
- Oversees all aspects of the company's operations, ensuring that it remains financially sound and viable.
- Responsible for formulating administrative, financial, operations and marketing guidelines in conjunction with the respective line managers.
- Hire, train, and supervise all staff, ensuring they complete all training requirements and maintain safety standards provided by the company.
- Build and maintain the company's culture.
- Address legal requirements and formalities of the company.
- Track the progress of the business and ensure realignment of the company's direction with vision and mission statements.

Operation Manager

- To ensure that all deliveries are made on time, assigning routes or jobs to individual couriers and operating within the constraints of a budget.
- Responsible for overseeing the activities of the couriers at a particular agency or in a department of a larger company.
- To encourage and develop new ideas for procedures and systems in order to continuously improve the ability of the operating system to promote service to customers.
- To ensure all pickups are performed on time to meet committed service standards and the documentation is correct.
- To ensure costs are regularly reviewed against agreed budget targets.

Business Model – Roles & Responsibilities

Courier Man

- Deliver a wide variety of items to different addresses and through different routes.
- Follow routes and time schedule.
- Load, unload, prepare, inspect and operate a delivery vehicle.
- Ask for feedback on provided services and resolve clients' complaints.
- Collect payments.
- Complete logs and reports.
- Inform customers about new products and services.

Customer Service Manager

- To manage, measure, review and take corrective action in order to ensure that inbound & outbound service quality meets customer requirements.
- Responsible for providing outstanding customer service by developing loyalty programs to increase customer satisfaction.
- Identifying and driving process improvements to ensure excellence in customer experience, timely delivery of services, optimum productivity, and effective management of resources.
- Monitoring service quality by conducting sample checks on calls.
- Generating sales leads and building sustainable relationships where necessary.

Business Model > Roadmap



YEAR 1 - 2

- Procurement of equipment and materials, such as mobile phones, two-way radios, office supplies, a GPS unit and more.
- Design a company logo to help customers to recognize and distinguish it from competitors.
- Website development.
- Hiring of staff.



YEAR 5

- Explore different markets outside the US.
- To hire competent staff to render quality service.
- Strive to grow revenue and profitability.

YEAR 3 - 4

- To get business insured in case goods are lost or damaged.
- Secure enough space for storage.
- Focus on creating a brand image and brand positioning in the U.S. market.
- Upgrade the company website.





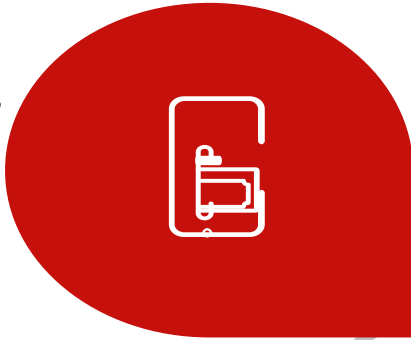
MARKETING PLAN



Marketing Plan > Marketing Mix

Product

Company Delivery offers a variety of courier services mainly including courier aggregator services, orders handling, return order management, payment options, etc. We also offers value-added-services like, package tracking via online systems, pick-up services, and delivery services from door to door.



Promotion

Company Delivery has set up several marketing activities to promote its brand visibility in the consumer market. Advertisement campaigns are displayed with help of newspapers, television, billboards, and magazines for brand recall. The company has also made several sponsorship deals.



Price

There is stiff competition in the courier industry and the company faces rivalry from its competitors. The Company has adopted a competitive pricing policy to meet its rival companies head-on. It charges rates at par with its competitors and offers the best available services so that it is assured of its customer's loyalty.

Place

The company with the help of different courier operators has a strong and powerful distribution network spread across the USA. Company Delivery has also tie-ups in the United States with some railroad companies for providing intermodal transport.



Marketing Plan > Advertising / Publicity

Google Business Account

Google Business, the search engine operated by Google, allows us to register our business for free and display significant information to customers when they search for courier services. The said page contains information about our logo, services & pricing, working hours, contact information, photos and website address. Google Business has the advantage of showing companies that are geographically close to the person searching.

Vehicle Covers & Stickers

Car sticker marketing can help to drive our brand message home cheaper, faster, farther, and wider. Using company labels on the motorcycles and cars that does collections will create moving billboards that will spread awareness of our brand in the major states. Successful car sticker marketing campaigns go beyond just printing or producing vinyl, magnetic, decal, or digital display stickers. Car sticker regulations vary from state to state in the US and other places. Some laws prohibit their display on the windshield or on any window that can block the driver or passenger's view.

Promotions & Discount Codes

As a promotional idea, we can create incentives to encourage our customers to place an order. These incentives are usually offered as promo codes and volume discounts like first-time order discount code, discount code for a specific area (20% off), four successful orders, one free order and discounts on festivals.



A differentiated targeting strategy is used by Company Delivery to understand and strategize its deliverables. The entity has always positioned itself as a company with a footprint across the USA; hence it uses a user benefit-based positioning strategy to position itself as a customer-centric business house.



Working closely with customers for delivering customer-centric supply chain solutions has helped the company in being competitively ahead of its competitors. Providing customized logistics solutions & value-added services along with the different set processes in the entire supply chain is what makes its integrated distribution channel effective & efficient.



Company Delivery serves customers from different market segments and different social classes. Customers include various industries, government organizations and individual customers who are looking for a variety of courier and postal solutions.



Customer Acquisition & Retention Strategy

We have created a Customer Churn Analysis and analyzed qualitative and quantitative feedback to better understand, reduce our churn rate and increase our retention rate.

We have implemented a customer feedback loop that provides a system for collecting, analyzing, and distributing customer reviews and surveys.

We have adopted a communication calendar to manage customer engagements and create opportunities to upsell and cross-sell.

A company newsletter is a simple and cost-effective way of retaining customers. We use email automation to send updates or offers to all our customers at once.

Our strategy is to improve customer advocacy as happy customers not only have high lifetime value but also turn out to be the best brand advocates. They share their experience with their friends to improve brand credibility.

Our strategy is to empower our customer support team with live customer engagements such as co-browsing & video chat that can deliver faster solutions during first contact. Live engagement tools reduce the number of customer touchpoints & deliver effective solutions.





MANAGEMENT SUMMARY



Management Summary

XXX

Professional Summary

Professional Experience

Education and Credential

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EB1 Visa Eligibility

Mr. XXX is a results-oriented professional with 10 years ~~XXXX~~

1. Sustained National or International Acclaim

Mr. XXX has worked in XXXXX

In addition, with over 10 years logistic experience, he has developed and, on several occasions, implemented business startup and development programs, prepared a variety of training materials for specialists of all levels, and carried out more than 50 training sessions for newcomers.

2. Continuing to Work in his Area of Expertise

Mr. XXX has extensive experience in building the logistic processes of various levels of complexity XXX



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EB1 Visa Eligibility

Mr. XXX bought the franchise of the XXXX

3. Entry to Substantially Benefit the United States

Mr. XXX's newcourier aggregator company will be significantly beneficial for the US in the following ways

- Creating more employment opportunities as the business expands
- Contributing to the growing US market for courier services industry.
- Adding to the national exchequer by paying taxes
- Serving as a major enabler of growth in the economy
- Induction of capital into the US economy and finance the business with zero debt
- Promoting quality of services for local consumers at affordable rates





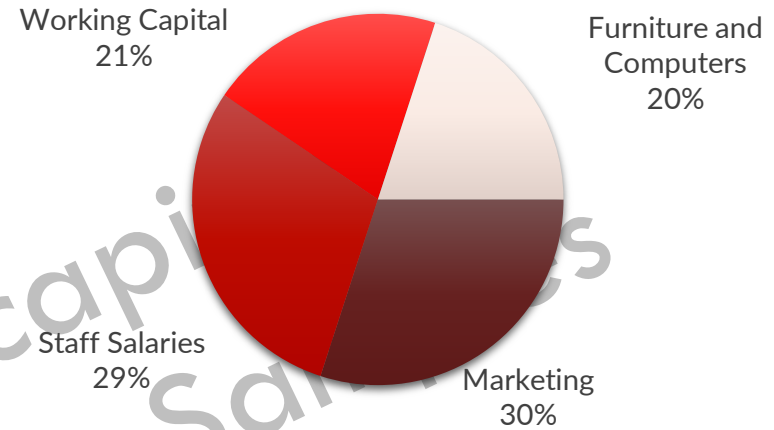
SOURCES AND USES OF FUNDS



Sources and Uses of Funds

Uses of Funds	Amount in US\$
Marketing	30,000
Staff Salaries	39,000
Working Capital	11,000
Furniture and Computers	20,000
Total	100,000

Sources of Funds	Amount in US\$
Personal Equity	100,000
Bank Loan	-
Total	100,000



Illustrative Sample



FINANCIAL PLAN



Financial Plan > Proforma Assumptions

Particulars	Basis	Year 1	Year 2	Year 3	Year 4	Year 5
REVENUE						
Estimated parcel volume in USA in billions		20	21	22	23	24
Approximate value per parcel	\$	9 \$	9 \$	9 \$	9 \$	9
Total parcel revenue in billions	\$	180 \$	189 \$	198 \$	207 \$	216
Company Delivery target parcels %		0.0010%	0.0012%	0.0014%	0.0016%	0.0018%
Company Delivery target parcels		200000	252000	308000	368000	432000
Agency Fee %		20%	20%	20%	20%	20%
OPERATING EXPENSES						
Marketing Expenses (% of revenue)		5%	5%	5%	5%	5%
Utilities (% of revenue)		1%	1%	1%	1%	1%
Other Expenses (% of revenue)		0.3%	0.3%	0.3%	0.3%	0.3%
Tax Expense %		22%	22%	22%	22%	22%
Annual Inflation %		5%	5%	5%	5%	5%
Balance Sheet Assumptions						
Receivable Turnover in days		30	30	30	30	30
Payable Turnover in days		30	30	30	30	30

Financial Plan > Projected Income Statement

All amount in US\$

Particulars	Basis	Year 1	Year 2	Year 3	Year 4	Year 5
Revenue						
Agency Fee		360,000	453,600	554,400	662,400	777,600
Total Revenue		360,000	453,600	554,400	662,400	777,600
Direct Cost						
Direct Staff Cost		127,000	139,700	204,490	280,841	308,925
Total Cost of Goods Sold		127,000	139,700	204,490	280,841	308,925
Gross Profit		233,000	313,900	349,910	381,559	468,675
Operating Expenses						
Marketing		18,000	22,680	27,720	33,120	38,880
Staff Salaries		50,000	111,100	122,210	134,431	147,874
Depreciation and Amortization		4,000	4,000	4,000	4,000	4,000
Office Rent		77,400	81,270	85,334	89,600	94,080
Utilities		3,600	4,536	5,544	6,624	7,776
Other costs		1,080	1,361	1,663	1,987	2,333
Total Operating Expenses		154,080	224,947	246,471	269,762	294,943
Net Profit before Tax		78,920	88,953	103,439	111,797	173,732
Tax		17,362	19,570	22,757	24,595	38,221
Net Profit after Tax		61,558	69,383	80,683	87,201	135,511
Net Margin		17%	15%	15%	13%	17%

Financial Plan > Projected Balance Sheet

All amount in US\$

Particulars	Year 1	Year 2	Year 3	Year 4	Year 5
Assets					
Fixed Assets	16,000	12,000	8,000	4,000	-
Accounts Receivable	29,589	66,871	112,438	166,882	230,795
Cash at Bank	126,407	173,990	229,913	289,754	390,743
Total Assets	171,996	252,862	350,352	460,636	621,538
Liabilities					
Bank Loan	-	-	-	-	-
Accounts Payable	10,438	21,921	38,728	61,811	87,202
Total Liabilities	10,438	21,921	38,728	61,811	87,202
Equity					
Capital	100,000	100,000	100,000	100,000	100,000
Retained Earnings	61,558	130,941	211,624	298,825	434,336
Total Equity	161,558	230,941	311,624	398,825	534,336
Total Equity & Liabilities	171,996	252,862	350,352	460,636	621,538

Financial Plan > Projected Cashflow

All amount in US\$

Particulars	Year 1	Year 2	Year 3	Year 4	Year 5
Inflows					
Revenue	330,411	416,318	508,833	607,956	713,688
Investment	100,000				
Total	430,411	416,318	508,833	607,956	713,688
Outflows					
Direct Cost	116,562	128,218	187,683	257,758	283,534
Salaries and wages	50,000	111,100	122,210	134,431	147,874
Marketing	18,000	22,680	27,720	33,120	38,880
Rent	77,400	81,270	85,334	89,600	94,080
Utilities	3,600	4,536	5,544	6,624	7,776
Other costs	1,080	1,361	1,663	1,987	2,333
Tax	17,362	19,570	22,757	24,595	38,221
Computers and furniture	20,000				
Total Outflows	304,004	368,734	452,910	548,116	612,698
Opening Balance	-	126,407	173,990	229,913	289,754
Surplus / (Deficit)	126,407	47,583	55,923	59,840	100,990
Closing Balance	126,407	173,990	229,913	289,754	390,743

Financial Plan > Projected Ratios

Key Ratios	Year 1	Year 2	Year 3	Year 4	Year 5
Sales Growth		26%	22%	19%	17%
Gross Profit Margin	65%	69%	63%	58%	60%
Net Profit Margin	17%	15%	15%	13%	17%
Total Expenses %	43%	50%	44%	41%	38%
ROE (Return on Equity)	38%	30%	26%	22%	25%
ROA (Return on Assets)	36%	27%	23%	19%	22%
Revenue Mix					
Agency Fee	100%	100%	100%	100%	100%

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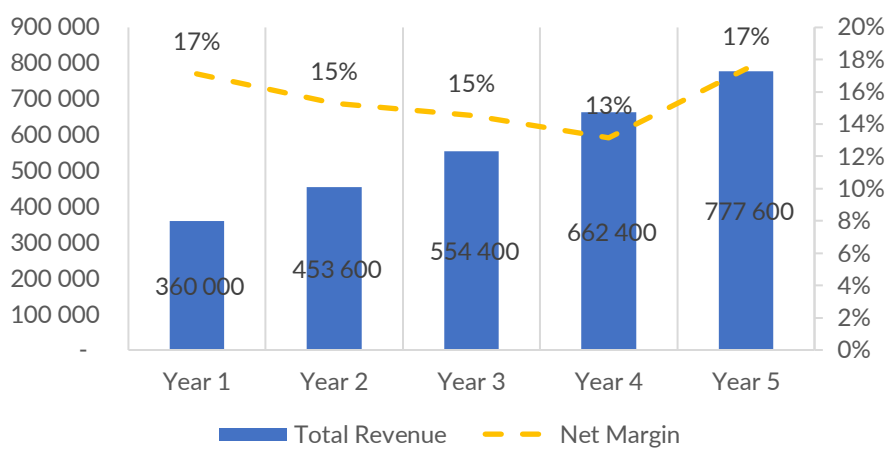
Key Performance Indicators

Net Present Value @ 3%	\$	176,084
Initial Investment	\$	100,000
IRR		46%
Accounting Rate of Return		87%
Revenue CAGR		21%
Profit CAGR		18%
Cash CAGR		33%

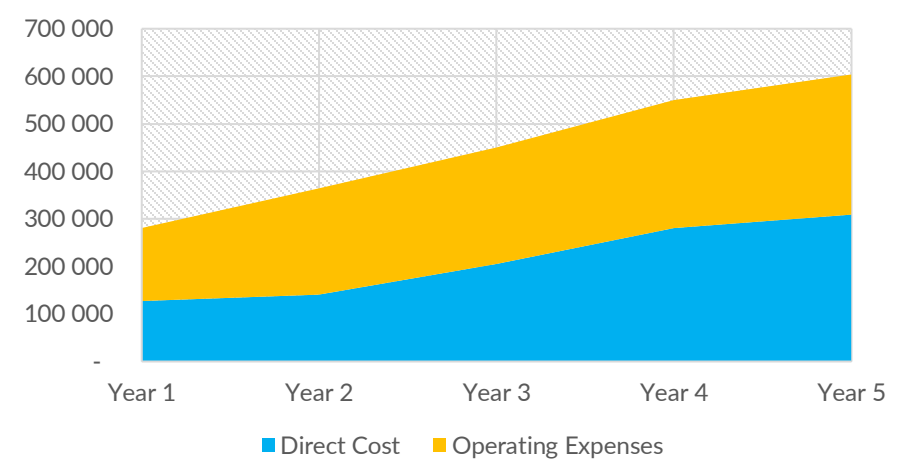
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Financial Plan > Charts & Graphs

Revenue vs Net Margin



Expenses



Performance

