

TOTAL E-COMMERCE ASSURANCE SOLUTIONS

End-To-End Quality Assurance Solutions for Marketplaces, Social Media Platforms, and Online Stores

More than two billion people purchased goods or services online in 2020, driving e-Commerce sales to more than \$4.3 trillion globally*. The need to assure the quality and authenticity of products and sellers is pressing as counterfeit goods, substandard products and dishonest sellers are found everywhere online.



Overview

The vast reach of online retail makes it difficult to validate vendors' corporate registration and regulatory compliance, leading to issues with customer service and inventory, creating recourse and traceability challenges. As a result, many products sold online do not meet minimum quality standards or advertised descriptions. Marketplaces, social media platforms, and online stores are subject to the growing risks of selling or associated with promoting dangerous or counterfeit products online as consumers think the platforms have responsibilities to gatekeep while governments are tightening regulations on eCommerce.

Intertek Solutions

Developed by Intertek's global experts for the digital market, "Intertek Total eCommerce Assurance" is a fully integrated portfolio of assurance, testing, inspection, and certification (ATIC) services covering your supply chains end-to-end to give complete peace of mind on your products, suppliers, services, and operating systems, assuring their safety, quality and sustainability performance through bespoke solutions for marketplaces, social media platforms, and online stores.

Supply

- Supplier/ Advertiser/ Vendor audits
- Chemical management audits
- Quality, Environmental, Social and Security audits
- Supply chain risk assurance
- Intertek Inlight Platform

Source: Statista (2021)

Production

- Product evaluation at reception
- Online Documents Review for 3rd party sellers
- Product traceability solutions
- Due diligence & benchmarking tests
- Marketing claim verification

Distribution

- Packaging solutions
- Warehouse/ Distribution Centre Assurance Solutions
- Global market access solutions
- Health & Safety Assurance Solutions – Intertek Protek

Retail

- Customer experience
- Mystery shopping
- Recall/ return analysis
- Online product info assessment
- Online labeling review

Our Total eCommerce Assurance Solutions are powered by a digital platform, with innovative solutions to enhance cybersecurity, anti-counterfeit, sustainability, and transparency.

Mark of Trust

Intertek has a full suite of quality mark programs, including Tick Mark, High-Performance Mark, Vegan Mark, designed to help substantiate and communicate product quality and performance to consumers which are much needed in the online space. Consumers can speed up

their purchasing decisions with trusted and verified information as they navigate the online world full of misinformation.

Key Benefits

- Brands and Retailers: End-to-end solution that instills confidence in vendor and product quality.
- Consumers: Improved customer experience and minimized risk of receiving inferior or unqualified products.
- Global Expertise: World-class laboratories and inspection services that ensure product authenticity.

FOR MORE INFORMATION

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