



Asia (ex-China) Retail & E-commerce

Weekly Updates

16 April – 22 April 2020

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the latest in Asia

Impacts of COVID-19

[Asia: Consumer may retain changed shopping behaviors post COVID-19](#)

Consumer may retain their changed shopping behaviors driven by the COVID-19 outbreak when the pandemic is over, according to McKinsey & Company's research conducted with consumers across major Asian countries; consumers surveyed appeared to care more about in-store safety and to prefer healthy, locally sourced offerings than they did before the outbreak, and indicated that they intend to continue shopping online at the new pace after the outbreak is contained

[South Korea: Government suspends short-term visa services for all foreigners](#)

South Korea announced that it has suspended short-term visa services for all foreign nationals since 13 April; the country has put a halt to visa waiver programs for 90 countries amid concerns over a growing number of COVID-19 cases coming from overseas countries

[South Korea: Duty-free retailers ask government approval to sell inventory in domestic market](#)

South Korea's duty-free retailers have asked the government for temporary approval to sell their inventory to domestic department stores and other outlets amid the widespread business disruption led by the COVID-19 pandemic; if the industry's proposals are accepted, it would mark the first time that government-approved duty free goods are sold through non-duty free channels in South Korea

[Taiwan: Government launches subsidy program for retailers](#)

Taiwan's Ministry of Economic Affairs has recently launched a subsidy program for retailers to expand on e-commerce platforms considering the negative impact of COVID-19 on the retail industry; it is expected that the program will benefit 1,000 companies, with each of them able to enjoy a maximum of US\$3,330 in subsidies

[Singapore: Enterprise Singapore launches e-commerce program to support small retailers](#)

Enterprise Singapore, a state-owned agency supporting enterprise development in Singapore, has launched the Singapore E-Commerce Programme to support small- and medium-sized retailers with little or no e-commerce experience to commence online trading; cover 90% of costs of up to US\$6300 for retailers to embrace e-commerce for domestic and/or overseas markets, the program is in collaboration with e-commerce platforms Amazon, Lazada Singapore, Qoo10 and Shopee, which will provide assistance in curating and listing products for up to six months

[Malaysia: Retail sales to plunge 61% yoy in April](#)

Malaysia's retail sales are expected to plummet by 60.7% yoy in April as non-essential stores are forced to close amid the six-week long COVID-19 lockdown. According to Retail Group Malaysia, the country's retail sales for 2020 will drop by 5.5% yoy if the government's Movement Control Order be lifted at the end of April

[Malaysia: Shopee Malaysia rolls out support package for sellers](#)

Shopee Malaysia has rolled out an US\$3.5 million support package for sellers on its platform; the package, which offers discounts for sellers in promotional programs in the form of dedicated campaign vouchers every week and free paid advertising credits, aims to assist around 70,000 local small- and medium-sized businesses trading in various sectors

[India: Government reverses previous order to allow e-tailers to deliver non-essentials](#)

India's Ministry of Home Affairs on 19 April, after assessing the COVID-19 situation in the country, walked back on its directive dated 15 April which allowed e-commerce platforms to deliver non-essential items starting 20 April; the order reversal is seen as a major blow to online marketplaces, which had begun preparing to dispatch orders following the new rules amid the nationwide lockdown

[India: E-commerce firms deter hiring plans after government's order reversal](#)

India's e-commerce companies Flipkart and Amazon, as well as other vertical e-tailers and online brands, have deferred plans to hire thousands of additional workers, a day after the government reversed its decision to allow online e-tailers to deliver all goods including non-essential items starting 20 April

[India: Future Group negotiates rent concession for its 1,700 stores amid COVID-19 outbreak](#)

Future Group is in talks with individual landlords for rent recession for all its 1,700 stores amid the COVID-19 outbreak; as part of the group's multiple negotiation strategies, its Big Bazaar outlets are offering a revenue share model to landlords, while for the landlords not agreeable to the revenue share model, Future group is seeking either a rent deferral or a reduced payment option

[India: Zomato to add contactless dining features to its app](#)

India's online food delivery platform Zomato is working towards adding new contactless dining features on its app, allowing diners to use online menus, place orders, and make payments with the app when they visit restaurants, as the platform anticipates that the COVID-19

pandemic will vastly change consumer habits

Other latest happenings

Taiwan

[Convenience stores: FamilyMart Taiwan partners with Foodpanda to launch delivery service](#)

FamilyMart Taiwan has teamed up with food-delivery platform Foodpanda to launch a new delivery service, serving almost 200 of its food items including snacks, beverages, groceries and pre-packed meals; the retailer will start the new service from its 146 FamilyMart stores in Taipei and New Taipei, and plans to expand the service to its 1,000 outlets nationwide by June

[Retail in general: Eslite relocates its 24-hour outlet](#)

Taiwan's Eslite bookstore has recently announced that it plans to choose between its Xinyi and Nanxi outlet to succeed its Dunnan store as the chain's 24-hour outlet considering that the Dunnan store will close by the end of May when the lease will be due; after closing its Anping outlet in Tainan in March, Taitung store in April as well as Dunnan store in May, Eslite will have 42 stores in Taiwan

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