

## GLOSSARY OF TECHNICAL TERMS

This glossary contains definitions of certain technical terms used in this document in connection with us and our business. These may not correspond to standard industry definitions, and may not be comparable to similar terms adopted by other companies.

<b>“AI”</b>	artificial intelligence
<b>“BOM”</b>	bill of materials, meaning parts and materials in process which are used in an original manufacturing process to compose final products; examples of product categories include (i) electronic components, and (ii) fasteners
<b>“CAGR”</b>	compound annual growth rate
<b>“COVID-19”</b>	coronavirus disease 2019, a disease caused by a novel virus designated as severe acute respiratory syndrome coronavirus 2
<b>“ERP”</b>	enterprise resource planning
<b>“general-purpose MRO product”</b>	MRO products designed and manufactured for use in a wide range of industries and applications, typically standardized, meaning that they can be used in a variety of settings and are not customized for specific use cases; examples of product categories include (i) safety and security, (ii) cleaning and janitorial, (iii) handling, shipping, and storage, (iv) wires and cables, (v) welding supplies, (vi) tools, and (vii) personal protective equipment
<b>“GMV”</b>	gross merchandise value, referring to the total value of merchandise sold by or through us in a given period, excluding the value of returned goods in the same period
<b>“IoT”</b>	internet of things
<b>“IT”</b>	information technology
<b>“key accounts”</b>	demand-end participants accessing our services through designated digital procurement systems; key accounts are selected based on criteria such as business characteristics, industry of operation, and scale of operation
<b>“key accounts dollar retention rate”</b>	to calculate key accounts dollar retention rate in a given year, we first identify all key accounts in the year prior to a given year, and then derive the rate by calculating the quotient using the GMV generated from such key accounts in the given year as the numerator and the GMV generated from the same group of key accounts in the year prior to the given year as the denominator; key account dollar retention rate shall be viewed in combination with the number of key accounts in each year

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<b>“manufacturers, distributors, and resellers”</b>	supply-end participants to our business
<b>“MRO”</b>	maintenance, repair, and operations, meaning goods that support production or business operation, but do not become parts of the final products, which are used for either general purposes or professional purposes in specific industrial scenarios, covering a wide range of consumables and equipment categories
<b>“professional MRO product”</b>	MRO products used in professional use cases or for professional purposes by trained and specialized technicians and service providers who have expertise in specific areas; examples of product categories include (i) chemicals, (ii) lifting equipment, (iii) instruments, (iv) metalworking, (v) lab supplies, (vi) motors and power transmission, and (vii) mechanical equipment
<b>“secondary industry”</b>	mining, manufacturing, production and supply of electricity, heat, gas and water, and construction
<b>“SKU”</b>	stock-keeping unit
<b>“SMEs”</b>	small and medium enterprises identified through our invoicing system, who are demand-end participants accessing our services through <a href="http://mro.jd.com">mro.jd.com</a> and <a href="http://vipmro.com">vipmro.com</a>
<b>“third-party merchants”</b>	supply-end participants on our marketplace