

GLOSSARY OF TECHNICAL TERMS

This glossary of technical terms contains definitions of certain terms used in this document in connection with our Company and our business. These terms and their definitions may not correspond to standard industry definitions, and may not be directly comparable to similarly titled terms adopted by other companies operating in the same industries as our Company.

“AI”	artificial intelligence, an area of computer science that focuses on simulating human intelligence by machines
“AI model”	mathematical algorithms which can take unstructured data as input and transform them into informative outputs through its capability of perceiving the world, transcribing and organizing information, enhancing or generating contents, or making decisions
“B2B”	business to business
“B2C”	business to consumer
“CAGR”	compound annual growth rate
“COVID-19”	coronavirus disease 2019, a disease caused by a novel virus designated as severe acute respiratory syndrome coronavirus 2
“DDI”	data direct interconnection system
“DevOps”	a software development methodology that combines software development (Dev) and IT operations (Ops) to streamline the process of delivering software applications and services
“dispensing terminals”	include (i) out-of-hospital retail pharmacies and (ii) primary healthcare institutions, which include private clinics, township health centers, village clinics, and community medical institutions
“downstream buyer”	an entity or individual that purchases goods or services from a seller in the downstream market, which is the stage of the production or circulation chain where finished products are sold to the end consumer
“DRG/DIP”	Diagnosis-Related Group and Diagnosis-Intervention Packet, both of which are case-based payment systems in healthcare to categorize patients for reimbursement purposes
“DTP”	direct to patient, refers to healthcare models where services, products, or information are delivered directly to patients, bypassing other traditional intermediaries like hospitals or pharmacies
“ESG”	environmental, social and governance
“green technology”	refer to the use of technology and scientific innovation to minimize or reverse negative environmental impacts

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“GSP”	good supply practice, refers to a set of guidelines and principles designed to ensure the reliability of incoming supply, such as in industries like pharmaceuticals
“HTTPS”	hypertext transfer protocol secure, a secure version of HTTP, the protocol used for communication between web browsers and websites; it encrypts data transmitted between the browser and the server, enhancing security by protecting sensitive information from eavesdropping and tampering
“IoT”	the Internet of Things, refers to a network of physical objects—“things”—embedded with sensors, software, and other technologies that enable them to connect and exchange data with other devices and systems over the internet
“IT”	Information Technology
“O2O”	online to offline, a business strategy where companies use online platforms to drive customers to physical stores
“OMS”	order management system
“OTC”	over-the-counter, a medicine that can be bought without a prescription
“out-of-hospital pharmaceutical circulation value chain”	comprise out-of-hospital channels directing pharmaceutical products from manufacturers to patients
“PaaS”	platform as a service, refer to a cloud computing model that provides a platform allowing developers to build, run, and manage applications without the complexity of managing the underlying infrastructure
“PSP”	patient support program(s)
“QMS”	quality management system
“R&D”	research and development
“Rasa”	an open-source machine learning framework that allows developers to build, test and deploy conversational AI applications
“ROI”	return on investment
“S2b”	supplier to dispensing terminal
“S2B2b”	supplier to business to small business customer, refers to a supply chain ecosystem where a supplier serves another business, which in turn serves another business or end-user (dispensing terminal), often through a commercial platform
“S2B2C”	supplier to business to consumer, an e-commerce model that integrates suppliers more closely with businesses, which in turn serve the end consumer

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“S2C”	supplier to consumer, an e-commerce business model that works by selling directly to consumers, bypassing traditional intermediaries like wholesalers or distributors
“S2K”	supplier to national and regional key pharmacy chains
“SaaS”	software as a service, a cloud-based software delivery model where applications are hosted by a service provider and made available to users over the internet
“SKU”	Stock Keeping Unit, a unique identifier, typically alphanumeric, assigned to a product for internal tracking and management of inventory
“SMS”	short message service, a text messaging service that allows users to send and receive short text-based messages between mobile devices
“WMS”	warehouse management system