



**a2b**Fulfillment  
INC

**Get Ready!**

To deliver an exceptional customer experience.

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a2b helps brands exceed customer expectations resulting in a higher lifetime value.



With an ever-changing business landscape and technology advancing, **customer demand is increasing at rates that may be hard for your business to keep up with.** Functions like distribution management (b2c and b2b) and Customer Care, although critical, are taking valuable time and resources away from growth functions - including: R&D, marketing and sales. For this very reason, more and more businesses are choosing to outsource these functions, and many are reducing costs in the process.

**How these services are performed are a direct reflection of your brand. Therefore, the choice of partner is critical.**

Since 2001, a2b has earned the trust of hundreds of brands through our specialized, outsourced model. By combining advanced technology, modern and scalable infrastructure and strategic locations we ensure successful back-end processes that for our clients, means happier customers. Each a2b team member is carefully chosen and thoroughly trained to be sure that the highest level of service is always provided.

This brochure walks you through each of the most common solutions that a2b offers. It's my hope in reviewing this that you will feel inspired to reach out to us, share your business challenges and allow us the opportunity to show you how **a2b can help you deliver an exceptional customer experience.**

Best Regards,

A handwritten signature in black ink, appearing to be 'Ayal Latz'.

*Ayal Latz, President and Founder*

bi-coastal  
locations

diverse  
portfolio  
of services

top 3pl  
provider  
designee

shopping cart  
integration

# why a2b?

scalability

experienced  
since 2001

discounted  
shipping rates

growing  
footprint  
680,000 sq. ft.

# Your Customers Have High Expectations

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**EASE OF ORDERING**

**CUSTOMER SERVICE**



**PROACTIVE NOTIFICATIONS**

**FAST TURN TIMES**

**FREE SHIPPING**

**ACCURACY**

**RUSH SHIPPING OPTIONS**



# Complex Solutions Simplified



## ORDER FULFILLMENT

- ✓ e-Commerce
- ✓ Direct Response
- ✓ Direct Selling
- ✓ Retail
- ✓ Drop Ship



## VALUE-ADDED SERVICES

- ✓ Kitting & Assembly
- ✓ Reverse Logistics
- ✓ Refurbishment
- ✓ Warehousing
- ✓ Order Management



## CUSTOMER CARE

- ✓ Live Agent, Email, Webchat
- ✓ Save-the-Sale
- ✓ Social Media Monitoring
- ✓ Chargeback Management
- ✓ Bilingual - English/Spanish

visit us online at [www.a2bf.com](http://www.a2bf.com)



# Order Fulfillment

Through advanced technology, strategic locations and almost 20 years of experience, a2b is positioned to take your brand to the next level. Our proven process delivers near-perfect accuracy, same-day shipping, with support to both your consumer and retail customers.

## e-Commerce

Reach the majority of US consumers within two business days. Easy integration with existing shopping carts makes working with us a snap.

## Direct Response

a2b has been a leader in the DRTV space for over a decade. With such a keen understanding of the many intricacies and challenges of this industry, we have developed systems and processes that support the unique needs of the DR Marketer.



## Direct Selling

As a supporting member of the Direct Selling Association, a2b has gained valuable experience working with direct sellers. We have developed the relationships and unique skill set necessary to handle the complexity within this fast-growing space.

## Retail & EDI

Our focused Retail Division manages this complex process, which includes EDI integration, routing guide compliance, labeling and transportation.

## Amazon

Selling with Amazon is important for most marketers. We work with Amazon in a variety of ways. Whether you have a need to support Seller Central, Vendor Central or want to ship products via Seller Fulfilled Prime, we have you covered.

## Drop Shipping

We are no stranger to this hybrid of consumer-direct fulfillment with the complexity of retailer compliance. Our technology does the heavy lifting by integrating with retailers, including Amazon, Bed Bath & Beyond, Ebay, Etsy, Jet, Sears, WalMart and many more.



# Ship Smart

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## Fast, Discounted Shipping

Our emphasis on fast fulfillment and shipping coupled with our strategic locations results in speedy delivery at low cost.



## Shipping Intelligence

Our technology applies logic to select the best carrier and service based on time and cost to accomplish your goal.



## Bi-Coastal Locations

With 680,000 square feet of space in GA, SC and UT, a2b reaches 94% of US Households in 1-2 Days via Ground Shipping.





**94%**  
U.S. Households  
**in 1-2 Days**  
Via Ground



## Value-Added Services

To round-out the outsourced solution, a2b provides a wide array of Value-Added Services that truly makes us a one-stop-shop for all of your logistics needs. Leverage our scalable warehouse space and labor to perform a number of activities.

### Kitting & Assembly

We build everything from high-end presentation packages to complex parts assortments. All builds are carefully managed using a Work Order process with system-controlled bill of materials and quality checkpoints.

### Reverse Logistics

We process tens of thousands of returns each week and know how to turn what is generally thought of as a negative into a positive.

### Refurbishment

a2b has over a decade of experience with product return disposition and refurbishment. Our specialized staff is trained to follow your unique & customizable disposition instructions.



# Warehousing

a2b offers both ambient and climate controlled space. Configurations include pallet racking, bulk/high cube, and shelf/bin location, allowing us to accommodate virtually every product type.

## Climate Control

We've got a solution for products with sensitivity to temperature and humidity, including health and beauty, nutraceuticals, and food items. We also are experts in managing lot, serial numbers, and expiry control.

## Secure Facilities

Our facilities are safe and secure and employ the following measures: *Intrusion Detection*, *Fire Alarm*, *Fire Suppression Systems*, *Access Controlled* (exterior & interior), *Surveillance Camera Systems*, and *Temperature/Humidity Sensors* (climate controlled space).





## Customer Care

Our US-based Contact Center division employs career-oriented professionals with a passion for customer service. We arm them with the latest technology and employ continuous improvement training to both protect your brand and increase lifetime value.





### **Live Agent, E-mail & Webchat**

Contracted in a highly flexible shared environment, with dedicated agents, or via a hybrid of both, your custom-tailored program is assured to remain effective.

### **Save-the-Sale**

From Cost Center to Profit Center, our agents are trained to skillfully save sales in a respectful and non-threatening manner.

### **Social Media Monitoring**

Response in the social media realm can be critical to a brand's success. Our team monitors and responds to questions as well as negative feedback.

### **Chargeback Management**

We take the headache out of chargeback management. Due to a keen understanding and experience fighting chargebacks, we also help employ practices to prevent them.

All Services Available in  
Both English and Spanish

# Run On Powerful, Enterprise-Level Technology



## EASY INTEGRATIONS

We offer “plug and play” capability with the major online marketplaces and shopping carts, which allows you to sell via multiple channels and turn the fulfillment process over to us.

Need a custom-tailored solution to fit your needs? We'll help with that too!



## ADVANCED ORDER MANAGEMENT

Our best-of-breed, PCI DSS Level I Certified Order Management System helps orchestrate all of the moving parts of your campaign, while giving you a real-time, 360-degree view of it all. We help manage complex continuity, subscription and multi-pay programs while also providing a feature-rich system of record that facilitates advanced reporting and customer care.



## INVENTORY CONTROL SYSTEMS

Leveraging an enterprise-class Warehouse Management System, a2b maintains a completely paperless distribution environment. Bar code scanning is incorporated multiple times throughout the receiving, storage and order fulfillment processes, practically eliminating errors.



## SHIPPING INTELLIGENCE

Lower your shipping costs by utilizing our logic-based technology to determine the optimal shipping carrier and method to accomplish your goals, on a package-by-package level.

# Business Intelligence

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Information is critical in making good business decisions. Our client portal, “**a2b Engage**” allows your company to leverage the latest business intelligence (BI) technology to gain insight into your organization’s data, including Sales, Orders, Inventory, Billing and Trends, all complete with graphical reporting and mobile capabilities.



**a2b engage.**  
business intelligence

# Our Goodness leads to Your Greatness

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20 Second Speed-of-Answer

48 Hour Dock to Stock

99.9% Inventory and Order Accuracy

Same-Day Order Fulfillment

Secure and Pristine Facilities

PCI DSS Certified Order Management

48 Hour Returns & Refund Processing

