

MULTICHANNEL MERCHANT TOP 3PLs 2021

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a2b Fulfillment helps ecommerce and multi-channel merchants provide an exceptional customer experience through integrated Order Fulfillment (B2C and B2B), Value-Added Services and Customer Care.

a2b is celebrating its 20th year in business in 2021. We operate facilities in both the east and west, which together can reach up to 94% of US households in just 2 days via ground service, and at reduced cost.

We begin by taking a holistic approach to the customer lifecycle. From Order Acquisition and Tracking, to Same-Day Order Fulfillment, to Customer Care and Returns management, we can provide you with a turnkey program or on an a la carte basis.

SERVICES IN MORE DETAIL:

Order Fulfillment – Picking, Packing, and Shipping isn't rocket science, but to do it quickly and accurately on a consistent basis requires both technology and experience. Our fulfillment process is completely paperless and system-driven. Pickers are told where to go, what to get, and where to take it, verifying throughout the process that it has been done correctly. Packers scan each item to further ensure accuracy, and then our logic-based shipping system follows custom-tailored business rules resulting in the package shipping with the best carrier, every time.

CONTACT INFO

Debbie Skerly

dskerly@a2bf.com

866.843.3827 ext 2110

www.a2bf.com

150 Stewart Parkway, Greensboro, GA 30642

Order Management – Manage the entire customer lifecycle with our sophisticated and secure PCI Certified system. Orders are transmitted into our system from shopping platforms, call centers, and ERP systems where a host of value-adding tasks are performed, including channel tracking, inventory validation and allocation, credit card authorization, continuity management and installment billing, and more, as applicable. The system then serves as the Customer Care platform for efficient customer management. Extensive reporting helps merchants understand their businesses.

Customer Care – Treating customers well not only keeps them coming back but also encourages positive reviews, resulting in increased sales. Our expert team of career-oriented customer care professionals in our Georgia and Utah locations are highly trained to assist clients with orders, payments, returns, technical support, and even save-the-sale strategies to skillfully protect revenue. We also monitor social platforms and manage chargebacks.

Reverse Logistics – Returns are inevitable. But how a company handles them directly affects the bottom line. a2b manages the return process from end-to-end, including return label generation and delivery, RMA management and refund and credit. Additionally, we also offer reclamation services in our dedicated Refurbishment department, deriving revenue from returned product.

Drop Shipping – Shipping on behalf of a retailer is serious business, as orders must represent the retailer well. Therefore, retailers have devised stringent guidelines encompassing every detail of the drop shipment, including packaging, presentation, speed of fulfillment, shipment carrier and service and finally, the data back to the retailer, which enables them to communicate seamlessly with their customer. a2b understands Drop Shipping. We support programs with dozens of retailers and make the process extremely efficient.

Retail Distribution – Fulfillment to Retailers is a complex and technologically challenging undertaking. Each retailer has a unique set of guidelines and requirements that must be adhered to, including case and pallet specifications, labeling requirements, routing and transportation guidelines, and integration requirements via EDI (Electronic Data Interchange). We cut our teeth in Retail and have honed rock solid processes that deliver outstanding results. We offer EDI connectivity with every major retailer making set-up a snap.

Amazon - Selling with Amazon is important for most marketers. For many Amazon Sellers, utilizing the help and expertise of an Amazon-experienced 3PL can be a more cost-effective option than FBA or self-fulfillment. a2b supports dozens of companies working with Amazon via Vendor Central and Seller Central (FBM and Seller Fulfilled Prime) all with an excellent track record of compliance and program success.

**Download our FREE resource
Supporting Your Amazon Business**

Visit a2bf.com now to download
this informative e-book today!

The e-book cover features a blue diamond shape with the text 'SUPPORTING YOUR AMAZON BUSINESS' inside. The a2bFulfillment logo is visible in the bottom right corner of the cover.

ENHANCED PROFILE