

Fulfillment



S **SADDLE CREEK**
C O R P O R A T I O N®

Integrated Logistics Solutions, One Provider – **Nationwide**



Comprehensive Order Fulfillment

When it comes to fulfillment, your top priority is delivering customers' orders accurately, efficiently and cost-effectively. Don't have the time, expertise, or resources to manage that on your own? We can help.

Saddle Creek provides turnkey, multi-channel solutions to fit your specific business objectives. Together with our wholly owned subsidiary ProLog Logistics, we offer a variety of services such as order fulfillment, inventory management and reporting, freight management, and contact center and customer service. These can be used on an ala carte basis or bundled for optimal efficiency.

We're well equipped to handle projects of any size or scope, from individual pieces to larger LTL orders. Our experienced associates are committed to providing seamless, error-free fulfillment.

Extensive Capabilities

We draw on a variety of capabilities throughout the fulfillment process:

Set-up

- E-commerce & system integration
- Freight & transit optimization
- Kitting, tagging, & labeling
- Distribution & contact center configuration

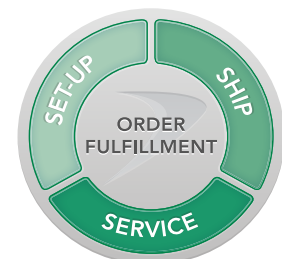
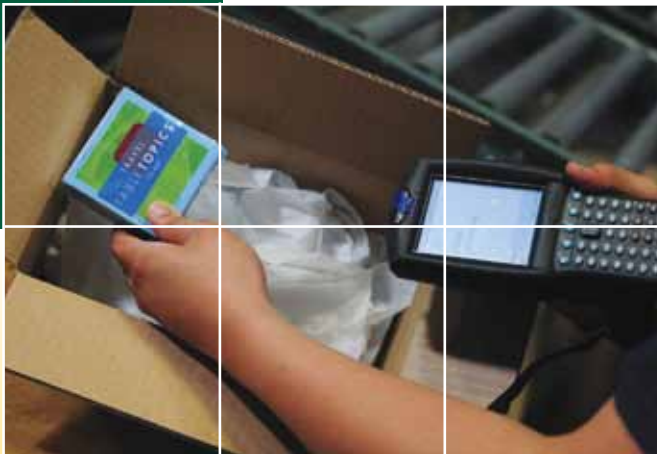
Ship

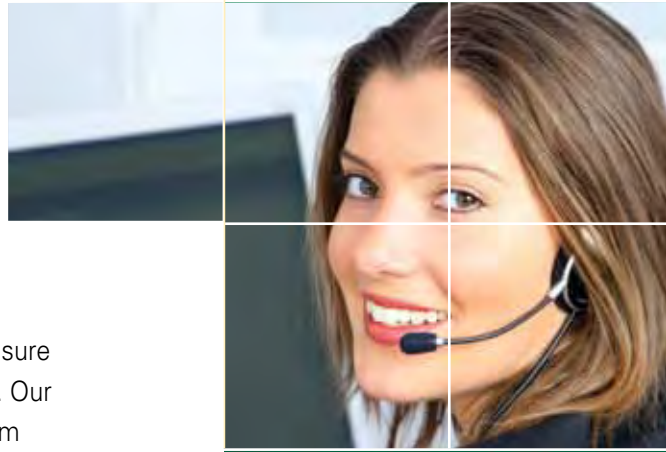
- Inbound product receipt
- Order management
- Pick-pack-ship
- Quality control
- Special handling

Service

- Contact center & customer service
- Returns and claims processing
- Inventory management
- Retailer compliance & EDI
- Reporting & data mining

For a convenient, single-source solution, these capabilities can be integrated with our nationwide logistics services—warehousing, transportation and packaging.





E-commerce and Multi-Channel

Whether your business is exclusively web-based or you require multi-channel distribution, we're ready to meet your order fulfillment needs. Shipping pallets of product to a big box retailer, product samples within your own company, or individual items to a consumer from your online store? We have the resources and expertise necessary to do it all effectively under one roof.

Customized Solutions

Our in-depth, personal approach to your business sets us apart in the industry. We take time to understand your needs and challenges, so we get the details right up front.

With years of experience in handling order fulfillment and customer service for some of the world's most demanding customers, we apply creative processes and best practices to generate the most effective solutions for your fulfillment needs.

Nationwide Coverage

With our nationwide network of integrated logistics facilities, we're in position to respond to your needs quickly and accurately. In fact, we can reach more than 98 percent of the U.S. within two business days via ground service.

Advanced Technology

Our state-of-the-art systems ensure visibility and accurate reporting. Our warehouse management system (WMS) utilizes API/web services to quickly and effectively integrate with clients' accounting, ERP or web-based commerce systems. We also offer access to real-time order and inventory data through a web-based portal and automated reporting.

To keep products moving, our highly automated fulfillment process incorporates everything from automated carousels to RF hand-held receivers.

Superior Service

Our customers entrust us with critical business functions—fulfilling orders and managing customer interactions. We recognize the magnitude of this responsibility and take pride in delivering high-quality, cost-effective fulfillment and customer service. "Our customers know they can count on us to do *Whatever It Takes*SM!"



S SADDLE CREEK CORPORATION®

888-878-1177 ■ www.saddlecrk.com



Warehousing ■ Transportation ■ Packaging ■ Fulfillment

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