



## FOR CLIENTS CONSIDERING A CHANGE: SWITCHING YOUR ORDER FULFILMENT TO ROCKET

### Is your existing fulfilment house ready?

Global e-commerce sales are projected to zoom to \$5.42 trillion by 2022 and Rocket is counting down, ready to launch your business into the future!

Your ideal fulfilment partner should be looking to the future and enabling you to grow your business. Once you've outsourced your order fulfilment, you should be able to relax, knowing it is in the hands of people you trust - people that understand your business and products just like you do.

You should expect performance in line with service level agreements and a good relationship with a trusted, dedicated account manager as standard. Worrying about order fulfilment should be a thing of the past once you've outsourced but you should also know that someone is always at the end of the phone to discuss any concerns you may have...

Rocket Fulfilment was founded by e-commerce owners who believed that other e-commerce owners should get a better order fulfilment service than was currently being offered.

We will get to know your business and understand your challenges better than most because we have been on your side of the process. We know that the little things mean everything when it comes to keeping customers engaged with your brand and ensuring they have great experiences. We know how important it is that you have access to technology that is easy to use and keeps you in control. And we know that sometimes you just want to talk to a human being who gets it.



*We're so confident that you'll love the way Rocket Fulfilment works that we'll even give you a free trial.*

## Is your website fully integrated with your fulfilment partner's software? Do they have the right technology?

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Have you been able to integrate multiple channels? Are your current fulfilment providers preventing you from selling your products across a number of different channels and ultimately stopping you from realising your maximum sales revenue?

Rocket's industry-leading software is anything but restrictive, with the ability to integrate with multiple e-commerce platforms and global couriers, you will have an unparalleled number of opportunities to grow your business.

If you're having to manually input your orders, Rocket's 24/7 cloud-based, seamless integration software means that you will start saving time right away!

Our barcoding and scanning systems will ensure accuracy, while our stock control/inventory management system means that you will always have an audit trail and only sell what is in stock (unless you instruct us otherwise).

Our automated systems rule out human error but our flexibility means that everything is tailored to you. And your dedicated account manager will always be available to speak to.

## Do you have a high level of visibility?

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We operate on a fully transparent basis – retain complete control of your fulfilment operation and run your business even more efficiently with Rocket. When you use Rocket Fulfilment you will be able to access your dedicated client portal 24/7 to run reports and manage your business. You can check order status, track deliveries and manage returns in just a couple of clicks.

Your brand. Your business. Your personal touches. Our order fulfilment services done your way.

## Are you and your customers satisfied with your courier options and cut off times?

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Research shows that delays in orders being dispatched or early cut-off times can result in customers looking for products elsewhere. In addition, giving customers more delivery options and enabling them to track their deliveries results in fewer customer service issues.

Rocket enables you to retain your competitive edge (and increase the likelihood of re-orders and recommendations) by ensuring your customers' delivery experience is a happy one.

Rocket integrates with the vast majority of the UK's most popular couriers. We will always endeavour to build relationships with our couriers that allow us to push for latest possible cut off times and the best prices because we know how important this is for you and your customers.

## Do you know exactly what you're being billed for?

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Our industry-leading software, means that we can deliver line by line breakdowns so that you can track every penny. Flexible solutions and automated services mean that you don't get charged for space you aren't using. Our warehouse automation and highly trained staff mean your orders will be fulfilled quicker than ever without compromising on accuracy and presentation.



## Is your stock secure?

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With Rocket, you can also enjoy the peace of mind that comes from knowing your stock is being stored safely – 24/7/365.

We are fully compliant with Grade 3 level security and have CCTV, security alarms, vibration, magnetic and anti-mask detectors.

You would be welcome to have a tour of our state-of-the-art purpose-built warehouse facilities so that you can see for yourself how clean, professional and accessible they are.

## So much more than just order fulfilment...

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We understand just how much those little personal touches mean when it comes to building your brand and cementing your relationship with your customers. From subscriptions, to kitting, gift wrapping, specific packaging requirements, promotional and discount inserts – it's the little things that make a big difference.

Whatever you need, the Rocket team will accommodate, even down to customised shipping and paperwork. We can also handle all of your returns. Your customers need never know that you are using a fulfilment partner.

Rocket Fulfilment will enable you to deliver great customer experiences – every time!

# FREE TRIAL

A stylized white rocket ship icon with a blue dot for a nose, positioned below the 'FREE TRIAL' text.

## TAKE A ROCKET TEST DRIVE WITH A FREE TRIAL

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We're so confident that you and your customers will love Rocket Fulfilment, we're offering a free trial!

For 30 days or 300 items (whichever limit is reached first), we'll give you free storage, picking and packing services. There are no set-up or integration fees, so all you need to pay is our standard shipping charges and you can choose any carrier.

To start your free trial today, or for an informal conversation, simply call us on +44 (0)1992 475 503

As we have no minimum contract tie-ins, you have nothing to lose, and the possibility of creating an even better customer experience means you have everything to gain!

**\* Trial may be dependent on product and stock line suitability and Rocket Fulfilment reserve the right to alter any part of this offer at any time.**



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**Work with Rocket and watch your business take off!**



# Rocket

FULFILMENT

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