



AN INTRODUCTION TO ROCKET FULFILMENT: OUTSOURCING YOUR ORDER FULFILMENT

Introduction

Because Rocket Fulfilment was established by e-commerce business owners, we know how important it is to consistently delight your customers. We also know how difficult it can be to manage order fulfilment, stock control, returns and carriers as your business grows – and how important these things are to your customers' experiences. We know because we've been there.

Whether you are selling across different channels or different continents, order fulfilment isn't just about getting your products into the hands of your customers. Professional order fulfilment boosts your reputation and your bottom line. It's what sets you apart from your competitors.

Rocket Fulfilment offers a suite of e-commerce services with an intuitive easy-to-use cloud-based client portal that enables you to stay in control 24/7, whilst having the extra time you need to grow your business. From pick, pack and despatch, flexible storage options and a whole host of extras from gift-wrapping to returns, we'll tailor our services to you and your business. Best of all, there will always be human beings at the end of the phone with e-commerce expertise to support and advise you.

What is order fulfilment?

Order fulfilment is, in its simplest terms, the process that takes place between your customer checking out of your website, to receiving their order.

There are many stages to order fulfilment, from being able to offer your customers multiple delivery options, arranging delivery, ensuring the correct goods are picked and packed, selecting appropriate packaging, timely delivery and great communication throughout. As you are probably already aware, this very quickly becomes a full-time job, even with a small customer base. In addition, as organisations grow, they need larger premises in which to store stock.

Most e-commerce business owners would much rather be marketing and developing product lines than spending time on order fulfilment and logistics. You may want to outsource all your order fulfilment to Rocket Fulfilment or you may want to begin with just those orders being sent to UK addresses.

Whether business is just beginning to take off or you're ready to rock, Rocket Fulfilment will have a solution for you!



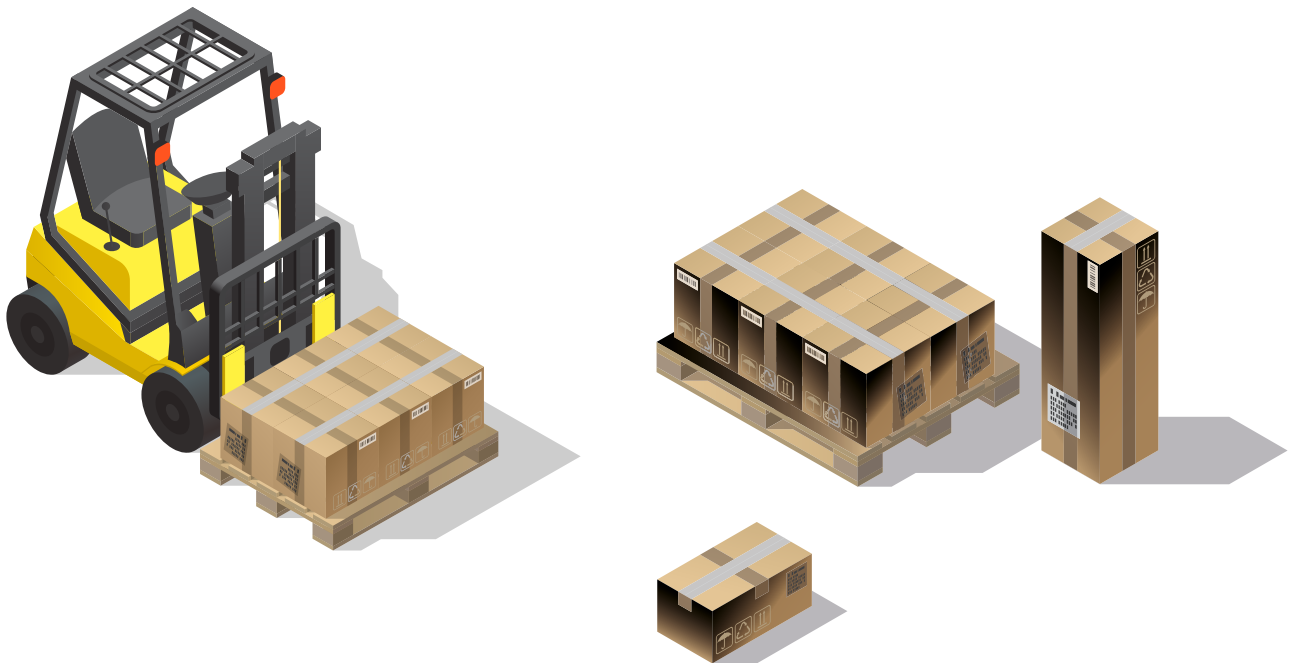
Who are we?

Rocket Fulfilment was established by e-commerce business owners who wanted to offer a more flexible order fulfilment solution which made it easier for other e-commerce businesses to succeed.

From storage to pick, pack and despatch, quality control, returns, gift-wrapping, promotion and other services as required, our flexible, professional and 'inside and outside the box' approach to fulfilment is what sets us apart.

Our aims are simple:

- ✓ To help you grow your e-commerce business and enhance the reputation you've worked so hard to earn
- ✓ To enable you to outsource your order fulfilment, pick, pack and despatch, storage and other services in a way that suits you, using leading cloud-based software, available 24/7
- ✓ To offer you an alternative to the unnecessary costs associated with renting space when it's not needed, or the hassle of having to find extra space during the busy times
- ✓ To provide friendly, professional, human telephone support whenever you need it



What is the Rocket Fulfilment process?

Secure storage

As soon as we receive your stock, we will store it safely and securely in our state-of-the-art warehouse which is purpose-built for accessibility to all vehicles and conveniently located near London for all major road, rail and flight networks.

Seamless integration

Our industry-leading cloud-based software will seamlessly link with your preferred e-commerce platform, marketplace and couriers ensuring that you retain freedom of choice when it comes to making decisions about your business.

Professional picking and packing

Your stock will be efficiently picked thanks to our unique barcoding system and our experienced team will safely pack each shipment, gift wrap or add personal touches, such as notes or promotional discount flyers, as appropriate.

Delivery you can depend on

Your orders will be shipped to your customers using couriers of your choice, or alternatively we can find the most cost-effective options for you. We provide a range of economy, next day and fully trackable international delivery options and can help you clear backorders quickly and efficiently.

Additional services – when you need them

From returns and discreet, ethical disposal of stock to gift wrapping, kitting (assembling individual items into kits or sets) and subscriptions, Rocket Fulfilment can deliver the full package.



Picking/Packing



Despatching



Storage



Returns



Subscriptions



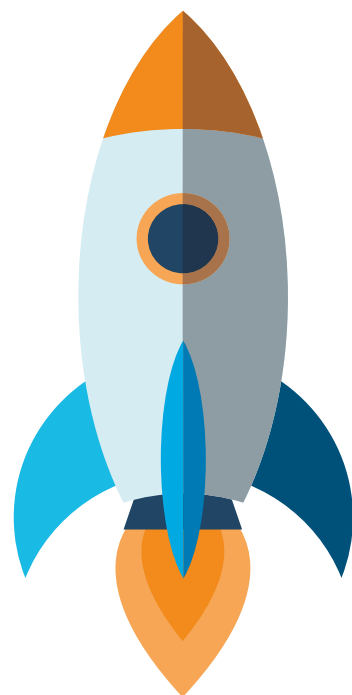
& More



Are you ready to outsource your fulfilment to Rocket?

If any of these apply to you then it's probably time to start thinking about outsourcing your order fulfilment:

- ✓ You are getting more than 100 orders every month
- ✓ You are running out of storage space
- ✓ You are receiving notifications of late or incorrect deliveries
- ✓ You are struggling to stay in control of your stock
- ✓ Much of your time is spent on order fulfilment
- ✓ You have thought about employing someone or renting warehouse space (outsourcing your order fulfilment will be much cheaper than employing staff or paying for warehouse space you may not need during quieter times)
- ✓ You are prioritising order fulfilment over marketing and growth opportunities
- ✓ Your business is being restricted due to lack of space for stock or capacity for orders
- ✓ Your warehouse leases are soon ending
- ✓ Your order levels are likely to continue to increase



When is the best time to outsource?

You set up in your garage, spare room or office and now that your business is growing, your personal space is shrinking! Not only is there the health and safety hazard of constantly tripping over stock, your business cannot grow efficiently unless you have the space for more products and the time to fulfil more orders.

If any of this sounds familiar – you are not alone and we can help you! We have the facilities, the technology and the e-commerce experience to support you in growing your business.

The longer your business keeps running without professional order fulfilment, the more you risk losing the reputation you've worked so hard to earn. In these days of social media and online reviews, one bad customer experience can damage your brand like never before. That's a lot of pressure for e-commerce business owners to be under. We understand because we've been there.

Because our technology integrates seamlessly with your preferred platforms and our team can add all the personal touches just as you would, we can maintain your reputation, help you to grow your business and create even better customer experiences!

We will listen to you and make sure we understand where your business is now and where it is going in the future. Then, we'll make the outsourcing transition as seamless and straightforward for you as possible because we know that it can be a big step.

Who we work with:

- ✓ Growing brands
- ✓ Established brands
- ✓ Companies inside and outside of the UK



Rocket Fulfilment will support you whether you are just taking off or at the final frontier of your industry!

The benefits of outsourcing to Rocket Fulfilment

Here are just some of the benefits of outsourcing to us:

✓ **You can watch your business take off**

Outsourcing your order fulfilment means that you have time to market and grow your business. You have time to think, plan and strategise. You have time to remember why you started your business in the first place and imagine the possibilities in the future. Order fulfilment can be time-consuming and stressful, unless you outsource to Rocket Fulfilment and then it can be a blast.

✓ **Reduce costs and risk**

In addition to saving time, the cost-savings that we make for our clients are significant. We save them from needing to invest in staff, warehouse equipment and packaging – to name just a few costs associated with order fulfilment. On top of this, our flexible approach allows you to only pay for the space and services you need, so you aren't losing money in quieter periods. Our systems and specialist staff mean that we can offer a more accurate service to you and your customers. We are so confident that you'll be impressed by our professionalism, we offer all potential new clients a free trial.

✓ **Our leading technology will enhance your business**

Rocket Fulfilment's industry leading software ensures you stay in control and save money whilst giving your customers the best possible experience. Your unique client portal is simple to use and will seamlessly integrate to allow you to access real time information on orders, customer queries and stock levels across multi-channels from one convenient place. You can generate comprehensive reports on sales data to help you predict trends and grow your business, manage stock control, tracking, best before dates and batch numbers (in the event of product recall).

✓ **Keep your stock secure**

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.

✓ **Reduce your shipping costs**

Rocket Fulfilment has established relationships with carriers and packaging suppliers, meaning we enjoy discounts that would not be available to smaller businesses. At Rocket Fulfilment we pass on this discount to you.

✓ **You'll be better able to cope with staff absence or peaks in sales**

If there's one thing running e-commerce businesses taught us, it's that things don't always go according to plan. That's why we have developed such flexible solutions for our clients. Sudden rush of orders due to some really great PR? It won't be an issue. Half your in-house team off work ill? It's no longer your problem!

✓ **You'll be working with a business that understands and cares about your business**

It's in our interest to make your business work and grow and you can relax, happy in the knowledge that we are dedicated to ensuring your orders will be delivered in a professional and timely manner. Having run e-commerce businesses ourselves, we can empathise with your challenges and work with you to help your business grow.

Why choose Rocket Fulfilment?

There are many reasons to choose Rocket Fulfilment and we've listed some below. But we would love to show you how we can delight your customers with a free trial!

- ✓ Founded by e-commerce experts, the Rocket Fulfilment team will get to know you and your business, offering support, advice and experience if needed
- ✓ Rocket Fulfilment's solutions are flexible, designed to be scalable to you and your business and save you both time and money as your business grows
- ✓ Industry leading technology ensures you outsource the time-consuming work to us, whilst retaining complete control of your business and customer service
- ✓ Our state-of-the-art facilities and equipment ensure the most efficient order fulfilment experience possible for you and your customers
- ✓ We have an unrivalled network of contacts in all areas of order fulfilment, giving us access to discounted services and information which we can pass onto you
- ✓ There will always be experienced humans who know and understand your business should you need us

If you feel that Rocket could be the right fulfilment partner for you, we would love to show you around our site and discuss your needs.

Get in touch - we'd love to hear from you.

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

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.**



Work with Rocket and watch your business take off!



Rocket

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