



Rocket
FULFILMENT



Experienced, uniquely flexible,
leading e-commerce fulfilment services

www.rocketfulfilment.co.uk




Rocket
FULFILMENT





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TAKE A ROCKET TEST DRIVE WITH A FREE TRIAL



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!



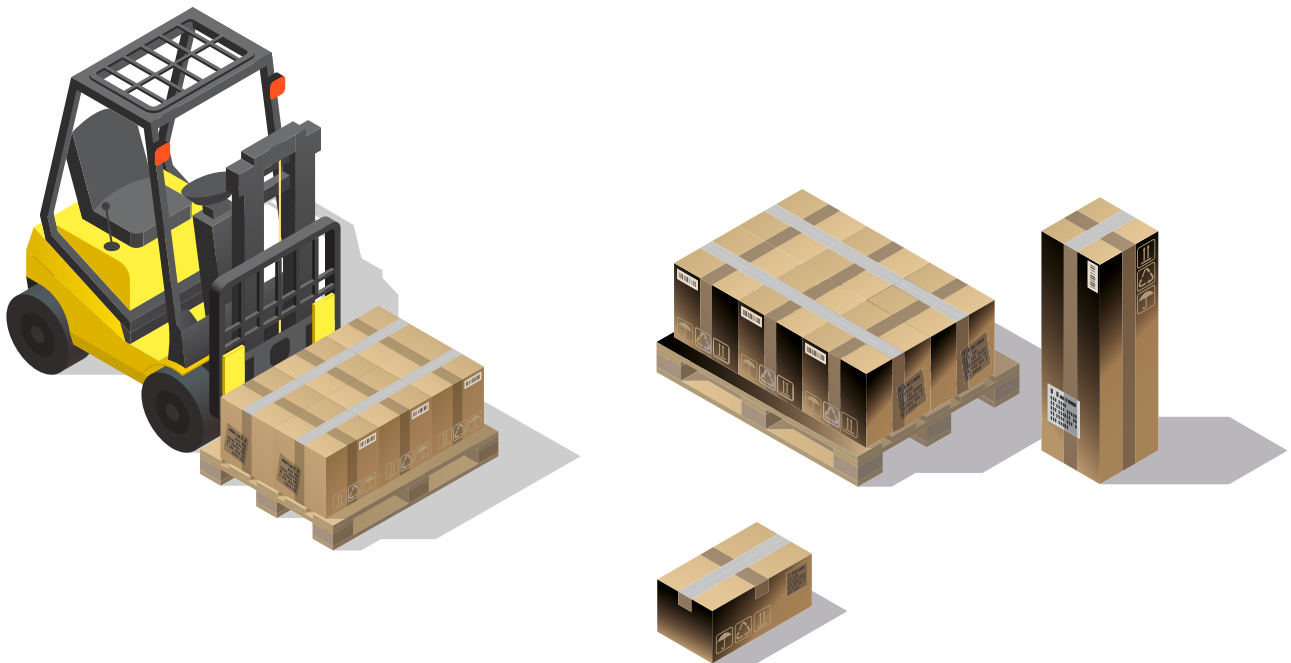
Who are we?

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



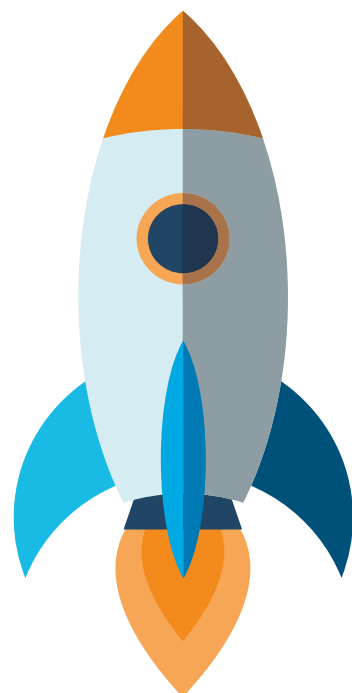
& More



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.



***Rocket Fulfilment:
The efficiency of automation,
the individuality of people.***



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.





FOR INTERNATIONAL CLIENTS: CHOOSING ROCKET FULFILMENT TO EXPAND YOUR UK BUSINESS

Introduction: Take your reputation to new corners of the world with Rocket Fulfilment

If you are planning on expanding globally, Rocket Fulfilment is the UK's order fulfilment centre set-up to ensure you grow your reputation internationally while competing on a local level.

As you'll already be aware, customers increasingly expect a global shipping service that is fast, competitive and easy.

They want:

- ✓ A range of competitive shipping options
- ✓ Fast delivery
- ✓ Later cut-off times for ordering
- ✓ Fully trackable deliveries
- ✓ A great delivery experience as well as great products and customer care

International growth: it's a blast with Rocket!

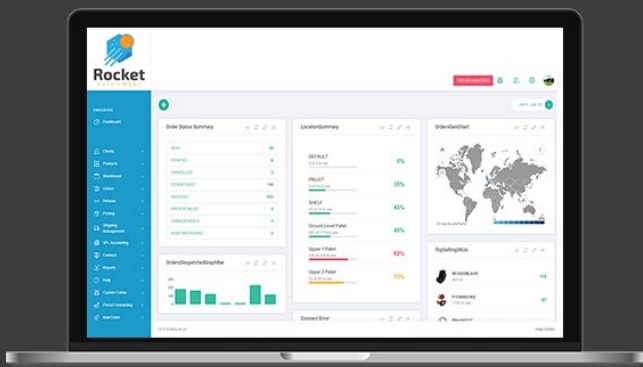
Rocket Fulfilment was established by international e-commerce business owners because they felt the order fulfilment services that already existed in the UK were not flexible or dynamic enough for growing, global businesses.

Our UK based state-of-the-art warehouse facility is centrally located for road, rail and air transport and our pick, pack and despatch services are automated for complete accuracy.



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

Expand your reach whilst keeping 100% visibility of your stock 24/7



Our industry-leading software integrates seamlessly with your website, preferred e-commerce platforms and couriers. Your Rocket client portal means that you can check stock levels, track deliveries, run reports to help you manage your business or coordinate returns in just a couple of clicks, wherever you are in the world. Because your Rocket client portal is accessible 24/7, time differences are no longer an issue.

And you can talk to us about bespoke services such as gift-wrapping, kitting, promotional flyer inserts – all the little things that make a big difference to your customers' experience.



24/7 cloud-based integration allows you to retain complete control of your fulfilment operations.

Rocket Fulfilment: The UK launch pad that will enable your brand to take off

The UK has been identified as the third largest e-commerce market in the world making it a hugely attractive destination for growing brands. Whether you are a European business that wants to give its UK customers the reliability of a local delivery service without the aggravation of customs clearance, or a US business with an established UK customer base looking to improve on delivery lead times, Rocket Fulfilment will provide your customers with a happy delivery experience every time.

With us you can delight your customers by offering:

- ✓ More reliable delivery
- ✓ Next-day delivery options for UK customers
- ✓ Trackable shipments
- ✓ Free returns

Outsourcing to Rocket Fulfilment will save you time and money

Outsourcing your order fulfilment to us is far less expensive than the costs associated with setting up a new infrastructure in the UK.

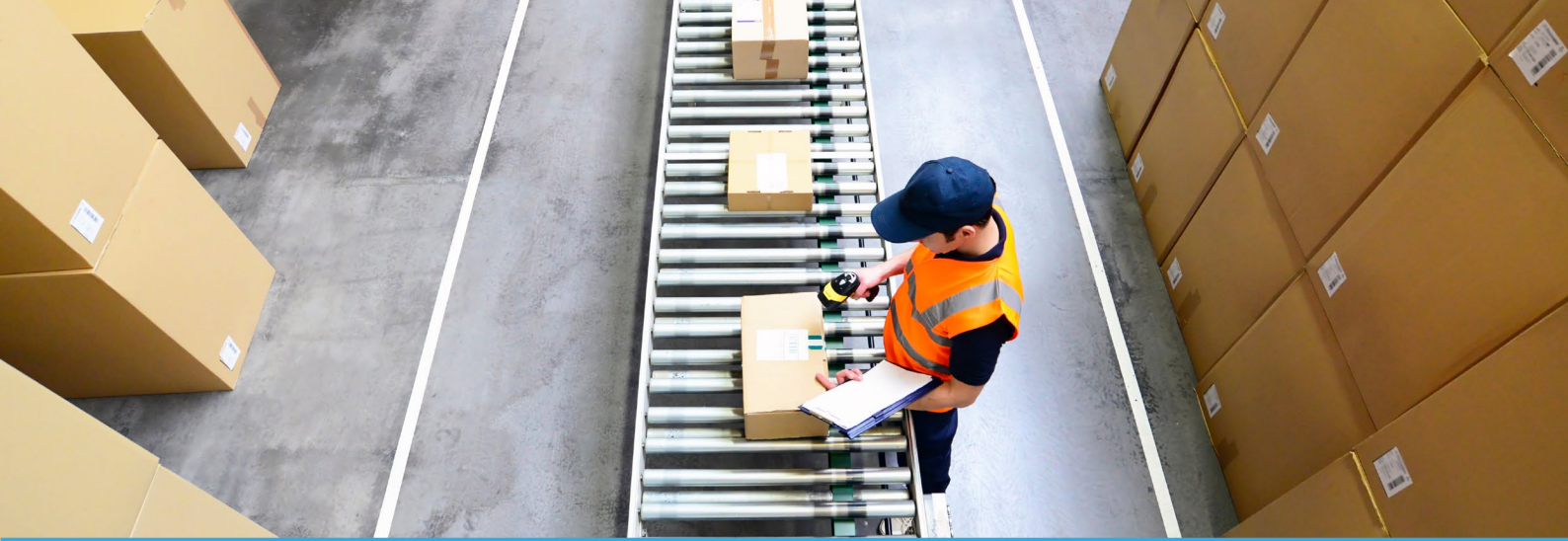
If you work with us, there is no need to register a company in the UK, open a UK bank account, invest in warehousing, technology or employ staff in a different country - with all the legalities that would involve.

Rocket Fulfilment makes it easier for you to expand globally:

- ✓ There's no need to invest in a warehouse, staff or tech
- ✓ You'll have far fewer resource-intensive bureaucratic trading headaches
- ✓ You will only pay for what you need thanks to our flexible warehousing solutions and services
- ✓ Your costs will be fully trackable so you can see where you are saving



Cost-effective automated service tailored to your specific requirements.



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?

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?

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?

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?

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?

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...

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

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

FULFILMENT

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