

## ▪ Order Fulfillment

The ordering experience can be enhanced or ruined by the order fulfillment process. A user-friendly web site and easy to follow ordering process creates peace-of-mind. There is confidence that the order and/or premium fulfillment will be expedited accurately and quickly. Inaccurate or inefficient order fulfillment can lose the prospect during the process.



Profitability. Hassle-free online ordering increases profits.

*Benefit to you*

### *Rationale*

Customer relationships begin with an order. Customers want the convenience of ordering online. They want their orders to be processed correctly and delivered almost as quickly as going to the store. If they are ordering a service, they want it immediately. The more efficient your order processing, the more likely they will order again.

### *Implementation*

Our well established order processing and fulfillment resources can support your current operations or replace them. We offer the full range of services from order processing, including detailed information and pictures of inventory on a dedicated promotional web site, to credit card approval and online delivery of packing slips to your warehouse. We also process orders generated from traditional sales channels - catalogs, direct mail and telemarketing.



**R** RESOURCES

- Retail Traffic System
- Database Design System
- Data Collection Service
- Hosting Service