



Welcome to USA Fulfillment



A Leading Provider of Third Party Supply Chain Solutions

Turning your customers into your best brand advocates with every touch!

Company Background



- Privately held company established in 1983
- 100% employee owned
- Grew out of the rebates/sweepstakes industry
- Integrated suite of services including fulfillment, contact center, credit card processing, kitting, returns processing and more
- Serve Ecommerce/B2C/B2B Clients across a diverse range of industries
- Solutions oriented organization
- Follow good stewardship practices
Stewards of the Environment – Maryland Green Initiative
Stewards of Humanity – Windsor Foundation



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Who We Are

- USA Fulfillment is your partner seeking a mutually beneficial program for your unique brand.
- We are Customer Experience specialists; promoting higher lifetime value.
- We strive to be the best of the best in the industry and look to partner with like-minded companies who understand how to set itself apart from the competition.
- Our goal is to help you stand apart from the competition by building brand loyalty, turning your customers into your best brand advocates.
- We are employee-owners, vested in our mutual success.
- We are proactive, seeking opportunities to minimize supply chain costs while maintaining high service levels and product quality.
- We are PCI Level I certified, ISO 9001:2008 certified, and an FDA registered food facility.

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Continuous Improvement Process

- When we talk with prospects, we want to learn about you, we want to know your goals & objectives, how you see your company in relationship with the rest of the industry, and where you want to position yourselves.
- The drive to constantly evaluate every process to look for opportunities where we can improve the customer experience is embedded in our DNA. We meet daily to review the prior day results and collaborate on ideas for improvement.
- We engage our clients in regular account reviews, to compare our anticipated goals against the actuals, and where we have opportunities for improvements.
- Training is paramount – each team member is highly trained in their respective areas and must pass quality benchmarks before working on an account.
- It's very exciting for us to talk with companies who understand the difference between a good solution and a great solution. We know we have much to offer companies who desire to be the best of the best.

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Integrated Supply Chain Solutions



Core Services:

- Fulfillment
- Contact Center
- Account Management
- Kitting & Assembly
- Inventory Management
- Returns Processing
- Credit Card Processing
- IT Development/Integration
- Partner Network of Complimentary Services



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- Traditional Pick/Pack/Ship for Clients across a diverse range of industries
- Multi-Channel Fulfillment Solutions: DTC, Retail, and Wholesale
- Handle small Independents to Fortune 500 Companies
- FDA Registered Facility
- Highly Safe & Secure Facility
- 24/7 Real-time access to your program
- Shipping solutions and shared discounts
- East/west coast fulfillment options



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Scope of Fulfillment Services

- Build-to-Order Product Fulfillment
- Customized Fulfillment Packages
- Bulk/Quick Pick Distributions
- Continuity/Subscription
- Electronic Data Interchange (EDI)
- Lot#/ Expiration Date Processing
- Hazmat Order Processing
- Returns Processing
- Domestic/International Shipments



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Contact Center Services

Full Service Solutions:

- 24/7 Agents
- Offer Highest SLAs in the Industry
Speed of Answer <20 seconds
Low Abandoned Call Rates <3%
- WMS Integration for Real-Time Data
- Inbound Sales/Customer Service
- Upsell/Cross-sell
- Preferred Method of Response
Toll-Free, Email, SMS, Chat
- Script Integration with Shopping Carts



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Information Technology Solutions

- In Order OMS/WMS
- Robust Reporting Module
- Ecommerce Solutions
Shopping Cart Integration
Payment Processing
- Level 1 PCI Certified
- PGP Data Encryption
- Custom Web-Based Applications
- 100% Availability with Redundancy
- Custom Programming Options



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Kitting & Assembly Services

- Detail Oriented Kitting Solutions
Customization, Hand Matching, Specific Collation Sequence
- Un-Boxing/Out-of-Box Experience
- Gift Wrapping
- On-the-Fly Kit Building
- Bulk Kitting & Distribution Projects
- Branded Packaging
- Shrink wrap/Polybag
- Item Labeling/Serialization



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Inventory Management



- 99.75% Inventory Accuracy
- Lot#/Expiration Date Product Tracking
- Serial Number Tracking
- Receiving Inspections
- Automated Product Replenishment
- Cycle Counts
- Barcode Processing (RF Technology)
- Temperature Controlled Environments
- Refrigerated Storage
- High Security/Caged Area



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Facilities Overview

- Warehouse Locations in MD & UT
- Reach 90% of US in 1-3 Business Days
- FDA Registered
- Energy Efficient/Environmentally Friendly
- Eco-Friendly T8 Sensored Lighting
- Secure Access Points
- RF Technology
- High Security/Climate Controlled Storage
- Recycling Programs



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Quality Management

- 9001:2008 ISO Certification
- Quality Assurance Manual
- Ongoing Continuous Improvement
- Documented Standard Operating Procedures
- Intense Initial & On-Going Training
- Comprehensive Disaster Recovery Plan
- Periodic Account Reviews



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Five Phase Transition & Implementation

- Phase 1 – Team Assignment
Identify team members, roles & responsibilities
Identify all required tasks and associated timelines
- Phase 2 - Business Rules Development
Identify program requirements and document
- Phase 3 – Technology/System Integration
Review of current processes, file formats, integration levels, data flow and reporting requirements
- Phase 4 – Pre-launch Review
Detailed review and testing of all processes. Web portal training and user setup.
- Phase 5 – Implementation & Launch





Why USA?

- Solutions Provider
- 100% Employee Owned
- Above Average Service Levels
- 24/7 US-based Contact Center
- 9001:2008 ISO Certification
- Level 1 PCI Certified
- FDA Registered Facility
- Strategic Locations
- Over 30 Years of Experience



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Come Visit Us!

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