MULTICHANNEL MERCHANT

2013 Third Party Fulfillment (3PF) Vendor Roundup

BY CURT BARRY

Many of our clients use internal fulfillment operations and contact centers. For them, it's cost effective and achieves their corporate fulfillment strategies. However, an increasing number of companies both large and small are looking at Third Party Fulfillment (3PF) as an option to avoid having to increase the size of their warehouse facilities, expand staff and invest in the technology and systems they need to service the direct-to-customer channels. Some of our clients believe that they are better off using 3PF and focusing their talents, management time and capital on marketing and merchandising activities to build the business.

Many larger companies realize that direct-to-customer fulfillment is not their core competency, and outsourcing gives them an immediate advantage—which they prefer to building capability over a longer term.

There is no "one size fits all" solution to the question of which strategy or a combination of the two makes the most sense—each company will have to decide for itself. To aid in that decision-making process, this roundup not only compares internal fulfillment vs. 3PF outsourcing, but also offers a list of 38 potential 3PF vendors, their services, warehouse locations and the systems they use to

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actively support ecommerce and catalog fulfillment for businesses. It also gives some of the key criteria to consider when considering whether internal fulfillment or 3PF outsourcing is right for your business.

For the purposes of this roundup we have chosen to concentrate on the backend fulfillment for direct-to-customer (catalog and ecommerce) orders and returns. Backend fulfillment includes all the warehousing activities involved with inbound product movement, including advanced shipping notices, receiving, checking and quality assurance; put way and replenishment of forward pick locations; and outbound customer order processing, including picking, value added services, packing, shipping and returns processing.

Also included is warehouse inventory management, stock maintenance and cycle counting tasks, as well as all the analysis, data feeds and reporting that typically accompanies order management systems, and all the interfaces to websites and other marketing and corporate data systems.

As direct companies evaluate outsourcing, they will need to determine if they wish to outsource not only their backend fulfillment, but also their order entry, telephone orders and customer service functions. The same methodology discussed in this article can be used to evaluate the call center and customer service profile, desired functionality and service levels. As shown in the vendor roundup, many of these 3PF companies provide call center and customer service through their internal centers. Other 3PFs have contact center alliance partners to handle the work and customer relationship.

Backend Outsourcing of Direct Businesses

In the past couple of years, we have seen a tremendous increase in the use of 3PFs, especially in ecommerce channels and direct-to-customer companies. To highlight the broad range of services provided,

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we asked the participating 3PF vendors in this roundup to give us the names of some clients and the services provided. While these are simple descriptions, they do illustrate how 3PF services are used in large and small companies, as well as in business-to-consumer and business-to-business companies. Here are a few examples:

- NFS provides full-service order management for The BBC America Shop/BBC Canada Shop catalog and ecommerce. These services include warehousing and distribution, contact center customer service, marketing, operational and financial reporting.
- Kable Packaging and Fulfillment Services offers Whirlpool Corporation a variety of packing and order fulfillment solutions for many of its ancillary products, ranging from ecommerce, B2C and B2B orders, as well as a web portal for order inquiry use by its customer service personnel.
- Innotrac provides ecommerce fulfillment, customer care and value added services for fashion retailer Charlotte Russe.
- Kenco provides order fulfillment, reverse logistics and parcel services for Bombay's U.S. ecommerce orders.
- CDS Global provides magazine and product order management, mailing services, Web Stores and online customer care for Reader's Digest.
- PBD Worldwide provides order fulfillment, storage and digital distribution

for American Bankers Association's educational and publication orders.
- 3LINX provides order fulfillment, value-add and EDI services for Miki-House North America's retail and ecommerce orders.
- OHL provides e-fulfillment, labor management and value added services for DSW ecommerce orders.
- Phoenix Direct provides end-to-end direct to consumer services for Westport Big & Tall. This includes full catalog design and production services, ecommerce website design and management, online marketing, circulation planning, merchandising consultation and complete order fulfillment and customer service.
- iD Commerce + Logistics provides continuity ecommerce fulfillment and kitting for Sandvik Publishing (Early Moments), consisting of pick, pack and ship of Dr. Seuss and Disney books.
- The Jay Group provides inventory management and catalog and ecommerce order fulfillment services for literature, point-of-sale displays and sample kits for Trex.
- DTI Warehouse, Inc. provides inventory management, order fulfillment and returns processing services for SCOTTEVEST Inc.'s complete line of apparel items in support of its catalog and ecommerce orders for domestic and international customers.

All the 3PF vendors in this roundup can demonstrate diversity in their ecommerce partnerships with clients. We hope this gives the reader better insight into how catalog and ecommerce companies use 3PF vendors as trusted partners in order fulfillment and customer service. We would encourage the reader to investigate whether 3PF is the best option for providing fulfillment for your customers' orders and calls.

Objective Outsourcing Study

If you haven't used 3PF and don't perceive the benefits that outsourcing can bring to your business, you need to complete an objective study that will give you the answers to your questions. In general, we feel that the criteria for judging whether 3PF will be a viable option that you can have confidence in, and at an acceptable cost, are these:

- Demonstrates achievable, consistent customer service levels per your requirements.
- Is able to meet systems and technical connectivity per your requirements.
- Cost comparisons between 3PF vendors vs. internal fulfillment Have been done.
- You understand the "time to market" differences between 3PF and internal fulfillment for new services and systems.

- You will be able to delay or avoid spending capital
- You understand the implementation tasks and risk assessment.
- Strengths and weaknesses of the 3PF outsource model vs. internal fulfillment are clear.
- There is a potential reduction in freight costs and time to customer by utilization of the vendor's locations and carrier rates.

3PF outsourcing does meet many companies' business requirements. Will it meet yours? Only an objective study of your requirements and discussions with 3PF users and clients can shed light on the advantages and disadvantages. Objectivity is a key word. Experienced fulfillment consultants that are vendor independent and have 3PF outsourcing experience can greatly help with the objectivity, add knowledge of vendors and potential solutions, and bring practicality to your potential business environment. The initial research regarding the 3PF vendors' estimated expenses and services available can be conducted on a "blind" basis, where the client is not identified until later in the selection process.

How to Select the Best 3PF Vendor for Your Business

The following is a high-level description of a competitive bid process that will help you evaluate and select the finalists in your search.

1. Use a competitive bid process to compare not only projected costs, but each system's functions and technology, warehouse locations that might be advantageous in terms of reducing time to customer and inbound and outbound freight costs, etc. Develop a series of spreadsheets for the "apples to apples" comparison of the details by vendor.

2. Develop an accurate pro forma for your business so the 3PF vendor can understand the volumes, service costs and resulting cost per order that can be calculated. If you don't take into account things such as the number of orders, average lines and average units per order, receipt of single SKU cartons vs. mixed SKUs, reserve and forward pick space requirements, inventory accuracy, back orders processed, returns, etc., you will understate your projected 3PF costs.

3. There are many important items to be included in the RFP:
   a. Pro forma statistics about your business
   b. Detail services required
   c. Systems and technology functions required
   d. Request for client references to be contacted
   e. Request for vendor implementation methodology
   f. Request for boilerplate contract materials
   g. Selling materials.

4. Identify a short list of vendors to whom you'll send your RFP. Broadcasting your RFP to too many vendors is a mistake, because you won't have the time to work at a detailed level with a large numbers of vendors. It also wastes the vendors' resources.

5. As vendors respond to your RFP, follow up with them where they failed

to answer your questions—but in a manner that will not allow comparison.

6. As you receive the fully filled out RFPs, create the side-by side-comparisons.

7. Remember that while cost is important, the services that your business requires; the service levels quoted (general services and value-added); and the systems (such as order fulfillment, business intelligence, inventory management provided, etc.) may radically affect your fulfillment and your ability to manage your business through a 3PF. It isn't just an analysis of costs.

8. After you have analyzed the vendors' responses, prepare a side-by-side comparison using spreadsheets of the key criteria. Then select the short list of finalists.

9. Get down to two or three finalists. Ask the vendors for a list of references whose businesses parallel your business in terms of size, product, services and systems requirements. You are not trying to get an exact match, but to make sure that the core competencies of each 3PF vendor is a general match with your requirements. Develop a scripted set of questions you intend to ask all the vendors. This will allow you to use multiple people in your company to make the reference calls.

10. For the finalists, schedule site visits to the specific facilities the vendors are proposing to use to process your orders. It's also a good idea work up your questions in advance and send them to the vendors so they can be fully prepared to answer.

11. Side-by-side comparisons of services and costs, reference checks, site visits, contract review and your overall confidence and trust in the 3PF vendor will determine the most qualified 3PF vendor.

Identify Your 3PF Fulfillment Requirements

Concentrating on the backend fulfillment services, an overview should include:

- A profile of the business or sales channel you are considering outsourcing. This may include call center, order entry and customer service, and its multichannel characteristics for direct-to-customer, wholesale or retail replenishment orders.
- A detailed order and product profile for each channel being considered
- When the call center is being included, provide average call time and calls per month for both order entry and customer service.
- Number of orders and parcels shipped by month
- Number of receipts and total units
- Number of pallets and units on hand, average vs. peak periods
- The value-add services you require (e.g., kitting, monogramming, engraving, QA inspection, etc.)
- Order management functions and interfaces to various websites and corporate data systems

Remember, this is only a partial list of the data many 3PF vendors require in order to give an accurate bid. Your detail requirements should specify your business's specific needs. Then, use the 3PF vendors' responses to rate their abilities to handle your business and customers. Let's take an example of an apparel company.

- Style, color/size, SKU counts: As you look at the four or five seasons annually for your company, what are the style and SKU counts typically offered in your product line or assortment? Be sure the 3PF vendors on your short list are used to handling color/size or dimensional sized products. In most cases they'll have to configure a single forward pick slot for each SKU.
- Types of storage: Does your product have special storage requirements,

such as garment-on-hanger? In your RFP, include the percentages of products that are hanging, boxed, polybagged, etc.

- Vendor compliance: Include your vendor compliance policies and have a dialogue with the prospective 3PF vendors to be sure they understand and will adopt them.
- Security: If you have high dollar items that require a secure location, be sure the vendor can provide it.
- Container receipts: If imported, is the 3PF used to handling a large quantity of receipts and does it have the dock/receiving space?
- Cleanliness: Is the 3PF's distribution center clean enough to handle your product? If the product is not boxed or in polybags, are the vendor's housekeeping standards high enough to protect your product?
- Quality assurance: Do you have merchandise standards and QA sampling requirements for inbound product? Is the 3PF service used to performing QA measurements and reviewing samples against "top of production" and later receipts?
- Value added services: Do you offer special services, such as monogramming? And does the vendor currently provide these services? Are these services subcontracted out to a local partner?
- Wrap and pack: If your product is expensive, what are the standards you want the 3PF to meet so that when the customer receives and opens the package, it's in impeccable condition? Is the merchandise polybagged and shipped in envelops?
- Order management system functions and services: What functions, data and reports are needed from the 3PF's systems?
- Notifications: What is the frequency of order downloads and ship confirmations back to your system or call

center partner?

- Handling returns: What are your requirements for refurbishing/cleaning returned items to get the products back into inventory quickly? Is this done by the 3PF or outsourced?

This list gives you an idea of the level of requirements and the detail that the 3PF vendors need to see in order to bid on your business.

Service Level Fulfillment Metrics

Service level metrics should be negotiated. For 3PF contact center and fulfillment, these metrics should be written in to your contract's standards for performance, and be tracked and measured. A dramatic increase in service levels may mean an increase in the price of services. Here are some service level metrics:

- Order fulfillment: Same day customer order processing for in-stock product—anywhere from 50% to as much as 70%. All in-stock orders filled within 24 hours. One business day on regular orders. Same day on expedited orders, if received by 2 or 3 p.m. Otherwise, orders are shipped the next business day. Larger 3PF services closer to carrier hubs have later cut-offs. Many 3PF vendors try to ship non-peak orders accumulated over weekends on Mondays.
- Receipts: 24 hours. Receipts for back orders—cross dock and shipped same day, whenever possible.
- Returns: 24 to 48 hours for all steps, including inventory disposition, return to stock and customer service for refunds and exchanges. Especially for apparel, which has high return rates, at certain times of the year returns may be negotiated to be slower.
- Order accuracy: 99.5% to 99.8% (for fully barcoded processes).
- Inventory shrinkage: 0.2% (for fully barcoded processes) to 0.8%.

Operating Cost Comparisons

Each company will be different in terms of the start-up costs necessary for implementation. Additionally, if these are new direct fulfillment services and systems for your company, those expenses for internal fulfillment vs. outsource costs would have to be identified in order to be objective. For this roundup, we did not try to compare the cost of internal fulfillment to 3PF outsourcing except on an operating cost basis.

To make an accurate decision regarding operating costs, you have to conduct an in-depth analysis of your present operating costs (or proposed, if new services). The end result of the analysis is the ability to create an "apples to apples" comparison between multiple 3PF vendors, as well as the cost of internal fulfillment. You will be able to compare key metrics between 3PF and internal fulfillment. For the backend order fulfillment, the total costs for warehousing, order fulfillment, returns processing, etc. can be measured in terms of cost per order, cost per box shipped, and cost per unit processed.

First, you must compile a detailed budget from multiple 3PF bids for the requested services, as well as the cost for internal fulfillment. 3PF vendors use a "menu" of pricing, depending on the profile for your business. You will want all 3PF providers to deliver a line item pricing list for each required service that is based on your detailed company and product profile describing your business and service needs.

For internal backend fulfillment, this should include all the departments involved in the 4-wall functions of warehousing, order processing and returns (and order entry/customer service, if included):

- Direct and indirect labor
- Benefits, hiring and recruiting, vacation pay, payroll taxes, overtime, etc.
- Occupancy (equipment, heat, light and space)
- Depreciation, amortization or lease costs for equipment and software

- Packaging supplies
- IT costs for all aspects of operations and support.

IT expenses for programming and operations support need to be included to support contact center and fulfillment operations.

You'll want to analyze outbound shipping costs as a separate item when looking at internal fulfillment vs. 3PF outsourcing so that you can understand the impact. Your study should include how the inbound and outbound shipping costs will vary based on the location of the potential outsource provider's facility vs. your internal fulfillment center. Additionally, many 3PF providers will pass on significant transportation and freight savings resulting from the higher volume of their total business or multiple warehouses that are closer to your customers.

You can't make a decision on cost by collecting just a few elements and making a quick calculation. You need to do a detailed cost comparison of 3PF outsource vs. internal fulfillment to make the right decision for your company.

One could also argue that if you outsource fulfillment, the management time and labor costs involved will be different. A 3PF relationship can be managed by a liaison manager rather than a director or vice president of operations.

How Do 3PF Costs Compare to Your Internal Fulfillment?

The answer is that the proposed costs for 3PF will depend on the volume of orders and transactions, the service level metrics you set as standards, and your company profile data mentioned above. With that said, here are three examples of our clients that use outsourcing to handle their backend fulfillment. These are fully loaded costs, not including shipping costs.

A small apparel company with 125,000 orders and 24,000 active SKUs: Backend

fulfillment bids were between $2.99 and $4.50 per order.

A health-and-beauty company with 300 products and 200,000 orders: Fulfillment without shipping costs varied for three bidders between $3.50 and $4.30 per order. The client expects to save $125,000 in shipping costs.

A large apparel B2B wholesaler that has 5,000 products with 200,000 orders (800,000 cartons) annually: Bids from 3PF vendors for backend fulfillment were between $3.04 and $5.14 per B2B order.

Our proprietary database shows that internal fulfillment costs can vary widely, depending on order volume and fulfillment efficiency. These are fully loaded costs including indirect and direct labor, occupancy costs and packing materials. Efficient companies with annual sales of more than $25 million have fully loaded costs per order from $4.50 to $6 for a 2.0 to 2.5 line order, excluding shipping and IT costs. Extremely efficient automated fulfillment centers may be as low as $2.50 for a 2.0 to 2.5 line order. For smaller companies that don't have the year-round sales volume to absorb costs, the figure can be much higher—$7 or more per order.

Should You Outsource All or Part of Your Fulfillment?

There is no simple answer, but whatever the answer, it should be a function of what your business needs are and what the costs are. One of our clients, for example, is a small retailer with five stores, a fall and holiday catalog business, and a growing web business. We found that there was no cost justification for outsourcing the backend direct order and retail replenishment, even though there were three large 3PF services in close proximity. However, when we looked at running a small contact center and staffing it in a large metro area, we could not justify the dollars for the internal contact center. Through the proper due diligence, a 3PF contact center was contracted

to handle all calls.

For some of our clients, it is easier to deal with Level 1 PCI/DSS standards by outsourcing their contact center and not acquiring a new OMS.

Dealing with Control Issues

For managers and owners of a business considering outsourcing, the basic hang-up is giving up control of contact center and fulfillment operations. Here are three issues and how we have dealt with them for our clients:

1. "I can provide more cost effective fulfillment internally." Until you do a detailed comparison of internal fulfillment vs. 3PF, you can't estimate whether there are additional costs or savings. We have seen many businesses that have been able to lower their backend fulfillment and contact center costs through outsourcing, but it varies by company. They were able to reduce the costs they had to absorb during the off-peak periods—which could be as much as half the year. The freight savings can be significant for small- to moderate-size companies with the utilization of a 3PF's lower shipping rates or multiple centers. We also have large clients outsourcing to deal with peak season labor and expanding their distribution center networks. Many businesses can benefit from the efficiencies of larger 3PF operations. We have had several very large clients look at outsourcing rather than expanding fulfillment as their companies grew.

2. "I will lose control of my order entry and customer service." Set up contractual standards for customer service as illustrated above. In some cases, 3PF contact centers will be willing to use your order management system and will want to be online with security control for all transactions. You will be able to fully service the customer seamlessly by giving the 3PF access to

customer records, orders and returns, shipping information, and inventory availability. Make sure you have access to customer accounts, and will be able to listen in on customer calls whenever you want.

3. "My customers will notice the difference." Unfortunately, we have all experienced some less-than-perfect customer service by both 3PF and internal fulfillment operations. We think the important criterion is providing the seamless customer service standards your customers expect—whether you choose to do that by a 3PF or via internal operations is up to you.

3PF VENDOR MATRIX

There are hundreds of 3PF vendors in the marketplace. We have invited 3PF companies that serve the direct to customer (ecommerce and catalog) marketplace to be part of this roundup.

You take a sizable risk if you use 3PF vendors that do not have the necessary systems, customer service experience and knowledge of your marketplace. For this roundup, experience in the direct to customer marketplace was the main filter for including 3PF vendors. We excluded many vendors that we felt did not have this background. Also, there were some 3PFs that chose not to participate in this roundup even though they are certainly qualified.

As you go through this data, please keep in mind that it comes directly from the 3PF vendors. We have done our best to catch errors and verify facts with each provider. Use the information to start your broader research and then narrow down the list. Make your selection based on the requirements of your business that you have identified; write a request for proposal; send it to a short list of vendors; get final proposals and validate findings; make site visits and do reference checks—and then decide for yourself which 3PF vendor you are going to trust with your business.

SYSTEMS/COMPANY INFORMATION

■ 3LINX
Website: www.3linx.com **Contact:** Kashif Raza **Phone:** 610-391-3100 **Email:** info@3linx.com **Year Est.:** 2002 **Total # Active Clients:** 30 **Avg Annual Order Volume:** 60,000 **B2C to B2B % Breakdown:** 60/40 **Product Categories:** Apparel - 30%; Consumer Packaged Goods 30%; Other 40%

■ 3PL Worldwide. Inc
Website: www.3plworldwide.com **Contact:** Clyde Mount **Phone:** 203-306-5709 **Email:** cmount@3plworldwide.com **Year Est.:** 2005 **Total # Active Clients:** 30+ **Avg Annual Order Volume:** 150,000 **B2C to B2B % Breakdown:** 70/30 **Product Categories:** fashion apparel - 50%; Excersize 10%; hardgoods 20%; Nutricuticles 20%

■ Adeptiv Solutions
Website: www.adeptivsolutions.com **Contact:** David Ellin **Phone:** 855-233-7801 **Email:** dellin@adeptivsolutions.com **Year Est.:** 1998 **Total # Active Clients:** 15-20 **Avg Annual Order Volume:** 2,500 **B2C to B2B % Breakdown:** 80 / 20 **Product Categories:** Hardgood - 20%, Health, Fitness, Nutrition - 20%, hardgoods - 30%, home - 10%; apparel, jewelry & accessories - 20%

■ Aero Fulfillment Services
Website: www.aerofulfillment.com **Contact:** John Gimpel **Phone:** 513-459-3922 **Email:** john.gimpel@aerofulfillment.com **Year Est.:** 1986 **Total # Active Clients:** 62 **Avg Annual Order Volume:** 75000 **B2C to B2B % Breakdown:** 10/90 **Product Categories:** hardgoods 50%/Samples25%/fixtures 10%

■ BoxInBoxOut, LLC
Website: www.boxinboxout.com **Contact:** Keith Kirssin or Peter Rice **Phone:** 434-244-4960 **Email:** keith@boxinboxout.com **Year Est.:** 1998 **Total # Active Clients:** 24 **Avg Annual Order Volume:** 15,000 **B2C to B2B % Breakdown:** 80/20 **Product Categories:** Cosmetic, High end personal and home accessories, Lighting

■ CDS Global
Website: www.cds-global.com **Contact:** Mike Erickson **Phone:** 508.917.8052 **Email:** merickson@cds-global.com **Year Est.:** 1972 **Total # Active Clients:** Web Stores: 34 / OMS: 67 / Warehouse Only: 2 **Avg Annual Order Volume:** 269,326 **B2C to B2B % Breakdown:** 95/5 **Product Categories:** Web Stores: Media (Subscriptions/Clubs) - 80%, Digital Downloads: 15%, Hard Goods: 5%; OMS & Warehouse: 76% hard goods, 24% magazines

■ Crystal Creek Logistics
Website: www.crystalcreeklogistics.com **Contact:** Mike Bradburn/ Cathy Hayward-Hughes **Phone:** 360-325-8125 **Email:** mike@crystalcreeklogistics.com **Year Est.:** 2008 **Total # Active Clients:** 30 **Avg Annual Order Volume:** 5000 **B2C to B2B % Breakdown:** 95/5 **Product Categories:** Meat and Seafood 80%; other food 10%; softgoods 10%

■ Dart Warehouse Corporation
Website: www.dartwarehouse.com **Contact:** Dave Shepherd, Rich Vitek **Phone:** 630-416-5300 **Email:** daves@dart-logistics.com, richv@dart-logistics.com **Year Est.:** 1938 **Total # Active Clients:** 50+ **Avg Annual Order Volume:** 10,000 to 2,500,000 **B2C to B2B % Breakdown:** 70/30 **Product Categories:** apparel/shoes- 40%; hardgoods 20%; home 20%, food 20%

■ DTI Warehouse, Inc.
Website: www.dtiwarehouse.com **Contact:** Tim Wolfe **Phone:** 630-679-0665 **Email:** twolfe@dtiwhse.com **Year Est.:** 1998 **Total # Active Clients:** 20 **Avg Annual Order Volume:** 100,000 **B2C to B2B % Breakdown:** 20/80 **Product Categories:** Apparel - 60%;hardgoods 30%; technology 10%

■ eFulfillment Service, Inc.
Website: www.eFulfillmentService.com **Contact:** Steve Bulger **Phone:** 231-276-5057 x214 **Email:** bulger.s@efulfillmentservice.com **Year Est.:** 2001 **Total # Active Clients:** 430 **Avg Annual Order Volume:** 3,000 **B2C to B2B % Breakdown:** 95/5 **Product Categories:** Supplements/Cosmetics/ Nutraceuticals - 30%; Electronics & Accessories - 20%; Media (Books/CDs/DVDs) - 20%

■ FIFTH GEAR
Website: www.infifthgear.com **Contact:** Matt Konkle **Phone:** 800-227-4462 **Email:** mkonkle@infifthgear.com **Year Est.:** 1982 **Total # Active Clients:** 73 **Avg Annual Order Volume:** 350,000 **B2C to B2B % Breakdown:** 85% B2C - 15% B2B **Product Categories:** "Uniforms & Workwear, Pet Supplies, Gifts & Collectibles"

■ FULFILLMENT WORKS, LLC
Website: WWW.FULFILLMENTWORKS.COM **Contact:** AMY COOPER **Phone:** 203-672-2018 **Email:** ACOOPER@FULFILLMENTWORKS.COM **Year Est.:** 1999 **Total # Active Clients:** 90+ **Avg Annual Order Volume:** 60,000 - 1,200,000 **B2C to B2B % Breakdown:** 85/15 **Product Categories:** HEALTH & BEAUTY - 60%; HARDGOODS - 30%; APPAREL 10%

■ FW Warehousing and Fulfillment
Website: www.fwwarehousing.com **Contact:** John Cusumano **Phone:** 618-482-8712 **Email:** johnjr@fwresults.com **Year Est.:** 1983 **Total # Active Clients:** 160 **Avg Annual Order Volume:** 10-150,000 **B2C to B2B % Breakdown:** 45/65 **Product Categories:** hard goods - 65%; ; home 10%; hazmat 10%

■ GSI Commerce
Website: www.gsicommerce.com **Contact:** Heather Bonura **Phone:** 610-491-7793 **Email:** hbonura@ebay.com **Year Est.:** 1999 **Total # Active Clients:** GSI has over 200 clients in the U.S., Canada, and

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Europe, more than 100 of whom are ecommerce clients across 15 retail segments. **Avg Annual Order Volume:** 366,667 **B2C to B2B % Breakdown:** All clients B2C except 1 **Product Categories:** Apparel, Accessories & Footwear: 60%; Home Furnishings: 7%; Health & Beauty: 5%"

■ Harte-Hanks
Website: www.Harte-Hanks.com **Contact:** Matt Pollock **Phone:** 508-894-1502 **Email:** Matt_Pollock@Harte-Hanks.com **Year Est.:** 1923 **Total # Active Clients:** 100 **Avg Annual Order Volume:** 10,000 **B2C to B2B % Breakdown:** 40/60 **Product Categories:** Literature - 60%; Premiums 40%

■ The Hibbert Group
Website: www.hibbertgroup.com **Contact:** Mario DeVincenzi **Phone:** 609-222-6867 **Email:** mdevincenzi@hibbertgroup.com **Year Est.:** 1881 **Total # Active Clients:** 80 **Avg Annual Order Volume:** 75,000 **B2C to B2B % Breakdown:** 40/60 **Product Categories:** medical devises 10%,sports apparel-10%&pharma samples-5%

■ iD Commerce + Logistics
Website: www.idcomlog.com **Contact:** Barry Appelbaum **Phone:** 717 413-6452 **Email:** Barry.Appelbaum@idcomlog.com **Year Est.:** 1997 **Total # Active Clients:** 45 **Avg Annual Order Volume:** up to 1.5 Million **B2C to B2B % Breakdown:** 90/10 **Product Categories:** Books-65%, CPG items-25%, Literature-10%

■ Ingram Micro Logistics (IML), a division of Ingram Micro. Inc.
Website: www.ingrammicro.com/logistics **Contact:** Patrice Sklencar **Phone:** 714-382-2743 **Email:** patrice.sklencar@ingrammicro.com **Year Est.:** 1979 **Total # Active Clients:** 55 logistics clients **Avg Annual Order Volume:** These figures will have different ranges based upon client programs. **B2C to B2B % Breakdown:** 50-50 **Product Categories:** IT, consumer electronics and general merchandise

■ Innotrac
Website: www.innotrac.com **Contact:** Marsha Chulick **Phone:** 678-584-4035 **Email:** mchulick@innotrac.com **Year Est.:** 1984 **Total # Active Clients:** 61 **Avg Annual Order Volume:** Low end 50,000 orders - High end 20 million **B2C to B2B % Breakdown:** 95 % B2C / 5% B2B **Product Categories:** Apparel, Mass Merchant, Flash Sales

■ Jagged Peak
Website: www.jaggedpeak.com **Contact:** Vincent Fabrizzi **Phone:** 813-637-6900 ex 230 **Email:** Vfabrizzi@jaggedpeak.com **Year Est.:** 2000 **Total # Active Clients:** 45 **Avg Annual Order Volume:** Up to 1,000,000 + orders annually **B2C to B2B % Breakdown:** B2C - 90% / B2B - 10% **Product Categories:** Consumables - 65% / Supplements - 25% / Personal Care - 10%

■ Kable Packaging and Fulfillment Services
Website: www.kablepackaging.com **Contact:** Doug Knodle **Phone:** 815-734-5246 **Email:** dknodle@kable.com **Year Est.:** parent company - 1932 **Total # Active Clients:** 88 **Avg Annual Order Volume:** 2500/year (range is 1,000-50,000 per year) **B2C to B2B % Breakdown:** 70/30 **Product Categories:** consumer goods - 75%, hard goods - 15%, published material - 10%

■ Kenco
Website: www.kencogroup.com **Contact:** Judy Craig **Phone:** 800-758-3289 **Email:** info@kencogroup.com **Year Est.:** 1950 **Total # Active Clients:** 27 **Avg Annual Order Volume:** 50,000+ for e-commerce; 5,000+ for B2B **B2C to B2B % Breakdown:** 80/20 **Product Categories:** : Household Appliances - 16%, Food and Beverage - 13%, Aftermarket Automotive Parts - 12%

■ National Fulfillment Services Inc.
Website: www.nfsrv.com **Contact:** Tom Krueger **Phone:** (610) 532-4700 x230 **Email:** tkrueger@nfsrv.com **Year Est.:**1965 **Total # Active Clients:** 35 **Avg Annual Order Volume:** 95,000 **B2C to B2B % Breakdown:** 80/20 **Product Categories:** Small Consumer goods - 30% / Suppliments and Skin Care 35 / Media - Books - DVD 25%

■ Netrada North America, LLC.
Website: www.netrada.com **Contact:** Dave Cook **Phone:** 513-346-3107 **Email:** d.cook@netrada.com **Year Est.:**2000 **Total # Active Clients:** 32 **Avg Annual Order Volume:** 200,000 **B2C to B2B % Breakdown:** 100/0 **Product Categories:** Fashion - 70%; Beauty - 20%; hardlines - 10%

■ Newgistics Fulfillment
Website: www.newgistics.com **Contact:** Jane Bergos **Phone:** 1-866-647-0688 **Email:** contact@newgistics.com **Year Est.:** 2003 **Total # Active Clients:** N/A **Avg Annual Order Volume:** N/A **B2C to B2B % Breakdown:** 100% B2C **Product Categories:** Apparel 40%, Home 20%, Beauty 40%

■ ODW Logistics,Inc.
Website: www.odwlogistics.com **Contact:** Leslie Barth **Phone:** 614-492-7903 **Email:** lbarth@odwlogistics.com **Year Est.:**1971 **Total # Active Clients:** 200 **Avg Annual Order Volume:** 480,000 **B2C to B2B % Breakdown:** 70/30 **Product Categories:** Health and beauty 30%, Apparel 30%, Paper based products 30%

■ OHL
Website: www.ohl.com **Contact:** David Hauptman **Phone:** 402-619-9861 **Email:** dhauptman@ohl.com **Year Est.:**1951 **Total # Active Clients:** 34 **Avg Annual Order Volume:** 1,000,000 **B2C to B2B % Breakdown:** 35/75 **Product Categories:** apparel - 15%; electronics - 30%; general merchandise - 35%

■ PBD Worldwide
Website: www.pbd.com **Contact:** Jan Jones **Phone:** 770-280-4090 **Email:** jan.jones@pbd.com **Year Est.:** 1976 **Total # Active Clients:** 119 **Avg Annual Order Volume:** 45,000 **B2C to B2B % Breakdown:** 75% B2C / 25% B2B **Product Categories:** Books - 30%, Educational Material - 40%, Consumer products, apparel, logoed merchandise - 30%

■ Phoenix Direct
Website: www.phoenixdirect.com **Contact:** Loren Poley **Phone:** 770-667-8833 ext 100 **Email:** lpoley@phoenixdirect.com **Year Est.:** 2007 **Total # Active Clients:** 6 **Avg Annual Order Volume:** 50,000 **B2C to B2B % Breakdown:** 90/10 **Product Categories:** high end apparel - 100%

■ Quiet Logistics
Website: www.quietlogistics.com **Contact:** Al Dekin **Phone:** 877-887-8438 **Email:** findoutmore@quietlogistics.com **Year Est.:** 2009 **Total # Active Clients:** 40 **Avg Annual Order Volume:** 200,000 **B2C to B2B % Breakdown:** 5/95 **Product Categories:** Fashion and Apparel - 80%; Health & Beauty - 15%; Home Goods - 5%

■ Saddle Creek Logistics Services
Website: www.sclogistics.com/fulfillment **Contact:** Perry Belcastro **Phone:** (888) 878-1177 **Email:** perry.belcastro@sclogistics.com **Year Est.:** 1966 **Total # Active Clients:** 300+ **Avg Annual Order Volume:** 250,000 - 1 Million+ **B2C to B2B % Breakdown:** 70% B2C/30% B2B **Product Categories:** health and beauty, home goods, sporting goods

■ The Service Center, Ltd.
Website: www.calltsc.com **Contact:** Gale Pashia **Phone:** 713-280-0131 **Email:** galep@calltsc.com **Year Est.:** 1983 **Total # Active Clients:** 75 **Avg Annual Order Volume:** 20,000 **B2C to B2B % Breakdown:** 40/60 **Product Categories:** marketing collateral 80% lubricants 5% beverages 15%

■ Southern Fulfillment Services, LLC
Website: www.southernfulfillment.com **Contact:** Alexis Peeper **Phone:** 772-226-3605 **Email:** apeeper@southernfulfillment.com **Year Est.:**2006 **Total # Active Clients:** 51 **Avg Annual Order Volume:** Range - 2,000 to 350,000 **B2C to B2B % Breakdown:** 90/10 **Product Categories:** perishable food gifts- 90%; hardgoods-10%

■ SP Express
Website: www.spexpress.com **Contact:** Brett Bayley **Phone:** 520-573-1100 xt. 7400 **Email:** info@spexpress.com **Year Est.:**2002 **Total # Active Clients:** 70 **Avg Annual Order Volume:** 1,000 - 1,000,000 (varies per client and item size) **B2C to B2B % Breakdown:** 70% B2C / 30% B2B **Product Categories:** General Consumer Product Goods - 20%, Health and Beauty - 20% Housewares - 15%

■ SpeedFC, Inc.
Website: www.speedfc.com **Contact:** Jeff Zisk **Phone:** 214-258-0101 **Email:** jzisk@speedfc.com **Year Est.:** 2000 **Total # Active Clients:** 30 **Avg Annual Order Volume:** 240,000 **B2C to B2B % Breakdown:** 80/20 **Product Categories:** Apparel -60%, Hard Goods -20%, Home -20%

■ Strategic Fulfillment Group
Website: www.Strategicfulfillment.com **Contact:** Nancy White **Phone:** 888-685-2233 X6223 **Email:** Info@Strategicfulfillment.com **Year Est.:** 1997 **Total # Active Clients:** 125, Web Stores: 125 / Warehouse Only: 6 **Avg Annual Order Volume:** 3,894,192 **B2C to B2B % Breakdown:** 100% B2C, plus 7% have B2B in addition to consumer **Product Categories:** Media (Subscriptions/Books), Hard Goods/Catalogs (one shot), Continuity Programs, Apparel, Gifts & Collectibles

■ The Fulfillment Lab, Inc
Website: thefulfillmentlab.com **Contact:** Rick Nelson **Phone:** 813-444-3455 ext. 101 **Email:** rick@thefulfillmentlab.com **Year Est.:** 2012 **Total # Active Clients:** 13 **Avg Annual Order Volume:** 20000 **B2C to B2B % Breakdown:** 100/0 **Product Categories:** Nutra and Skin Care, 100%

■ The Jay Group
Website: www.jaygroup.com **Contact:** Rick Miller **Phone:** 717-285-6211 **Email:** rick.miller@jaygroup.com **Year Est.:** 1965 **Total # Active Clients:** 115 **Avg Annual Order Volume:** 135,000 **B2C to B2B % Breakdown:** 60/40 **Product Categories:** Consumer products - 50%; Nutraceuticals -26%; Literature - 24%

■ Thill, Inc.
Website: www.thillinc.com **Contact:** Brian McGarry **Phone:** 920.967.9201 **Email:** brian.mcgarry@thillinc.com **Year Est.:** 1959 **Total # Active Clients:** 75 **Avg Annual Order Volume:** 125,000 **B2C to B2B % Breakdown:** 75/25 **Product Categories:** General Merchandise - 50%, Hard Goods - 30% Soft Goods- 20%

■ Warwick Fulfillment Solutions
Website: www.warwickfulfillment.com **Contact:** Chris Mushinsky **Phone:** 410.943.0696 ext. 106 **Email:** chris.mushinsky@warwickfulfillment.com **Year Est.:** 2009 **Total # Active Clients:** 9 **Avg Annual Order Volume:** 100,000 **B2C to B2B % Breakdown:** 80/20 **Product Categories:** Apparel/Footwear 40%; Food 20%; Furniture 10%; Plastics/Fixtures 10%

Facility and Operations

	US-based Warehouses & Sq. Ft.	Location	Nearest port of entry	Customs	West coast shipping facility	East coast shipping facility	Fulfill continuity/standing orders	Food Grade Certified	FDA Inspected	Handle International orders	Internationally based facilities	Utilizes automation & tech	Value added services
3LINX	3 / 100,000	Allentown, PA / Las Vegas, NV / Los Angeles, CA / Toronto, Canada	Los Angeles and Las Vegas: Long Beach / Allentown: Port Elizabeth, NJ	Clients handle brokerage / clearance	Los Angeles, CA and Las Vegas, NV	Allentown, PA	Yes	No	No	Yes	Toronto, Canada (Coming 2013)		Kitting and Assemble, Gift Wrapping
3PL Worldwide. Inc	3/400,000 sq ft	Rancho Cucamunga, CA-Inland Empire and Milford, CT	Long Beach and New Jersey/New York	Our clients handle all of their own drayage, customs, etc	Rancho Cucamunga, CA	Milford, CT	Yes	Yes	No	Yes	None	RF scanners, and power conveyor	Gift wrapping, kit assembly
Adeptiv Solutions	1 / 70,000	Western New York State	Port of New York/New Jersey	They typically arrange for customs clearance. We can assist with transportation	Western New York State	Western New York State	No	No	No	Yes	N/A	RF scanners	Gift cards, gift wrap, kitting-to-order, kit-to-stock, light assembly
Aero Fulfillment Services	2/450,000 sqft	Cincinnati, Ohio	Port of Columbus Oh	3rd party transportation company	Cincinnati, Ohio	Cincinnati, Ohio	Yes	Yes	No	Yes	Partner in UK	RF and power conveyor	Gift wrapping/specialized packaging
BoxInBoxOut, LLC	1/40,000 sq.ft.	Central Virginia	Baltimore and Norfolk	Client makes arrangements and coordinates with BoxInBoxOut	VA	VA	No	No	No	Yes	None	RF Scanners, Warehouse Management Software	Kitting and Assembly
CDS Global	2/167,000 sq. ft.	Des Moines, IA	Chicago, IL	Clients establish and maintain their own customs office relations	Des Moines, IA	Des Moines, IA	Yes	No	No	Yes	N/A	Advanced WMS, RF Equipment, Cold Seal Packaging, Automated Label Applicators, Pick and Place Invoice Placement, Custom Cartoning Equipment, Belted Conveyors	On-site Print Shop, 24-hour Security, High-value Item Handling
Crystal Creek Logistics	3/100,000	Ferndale, WA, Hastings, NE, Richmond, VA	Bellingham WA, Omaha NE, Richmond VA International airports	We are not involved in clearing customs	Ferndale WA/ Hastings NE	Richmond VA/ Hastings NE	Yes	Yes	Yes	No	intigrated systems but otherwise none	Frozen and Refrigerated shipping, Re-packaging, kitting
Dart Warehouse Corporation	2/1.3 million sq ft	Naperville, IL and Los Angeles, CA	Long Beach and Port of Chicago	Customs agents	Naperville, IL and Los Angeles, CA	Naperville, IL	Yes	Yes	No	Yes	none	RF scanners, power conveyor and pick towers	Gift wrapping, kitting
DTI Warehouse, Inc.	1 / 25,000 sq ft + flex space	Bolingbrook IL (Chicago suburb)	Chicago O'Hare Intl airport, Joliet Intermodel railyards	Customers typically clear customs and arrange transportation. We can assist with these services if required.	Bolingbrook IL	Bolingbrook IL	Yes	Yes	No	Yes	N/A	Scanners, conveyor, managed pick locator system	Gift wrapping, embroidery (from partner facility), custom cards, returns processing, kit assembly
eFulfillment Service, Inc.	1/130,000 sq ft	Traverse City, MI	Cherry Capital Airport	We refer our clients to a customers brokerage service alliance partner	Traverse City, MI	Traverse City, MI	Yes	No	No	Yes	None	Barcode scanners, custom packing and shipping apps that interface with our proprietary order management software	Returns processing, kitting/assembly, product photography, custom IT/integration projects, engraving
Fifth Gear	3/500,000 sq ft.	Louisiana, MO and Hazle Township, PA	Our facilities are Midwest and Northeast. Clients use a variation of the ports of entry in the US.	Most of our clients have their own customs services, but Fifth Gear does offer this service if needed.	Louisiana, MO and Hazle Township, PA	Louisiana, MO and Hazle Township, PA	Yes	No	No	Yes	None	RF scanners, inline verification scale at manifest, freight shopping technology, proprietary OMS/WMS, facilities security system	Kitting & Assembly; Embroidery & Engraving; Customer Packaging; Promotional Inserts; Gift Wrapping; Product Photography; Dropship Processing; Cross-dock Programs; In-house Contact Center; Upsell/Cross-sell Customer Service; Live Chat; Outbound Dialing; Group Sales; Email Marketing; Custom KPI Reporting; Client Success & Account Management
Fulfillment Works, LLC	1/110,000 SQ FT	CONNECTICUT	PORT ELIZABETH, NJ and JFK INTERNATIONAL AIRPORT	THROUGH OUR AFFILIATE CUSTOMS BROKERS	NA	ORANGE, CT	Yes	Yes	NO	Yes	N/A	BARCODE SCANNERS, POWER CONVEYORS	GIFT WRAP, PRINTING
FW Warehousing and Fulfillment	10/3,250,000	St. Louis Mo and Indianapolis IN	St. Louis Mo and Indianapolis IN	We charge our clients for our customs and transportation services	St. Louis Mo and Indianapolis IN	St. Louis Mo and Indianapolis IN	Yes	Yes	No	Yes		RF scanners, pick to light, tilt tray, and power conveyor	Gift wrapping, embroidery, engraving
GSI Commerce	10/4,020,800 sq ft	Louisville, KY (2); Shepherdsville, KY Richwood, KY (2); Martinsville, VA (3) McCarran, NV; Mississuaga, Ontario	Louisville International airport, Cincinnati/Northern Kentucky International Airport, Piedmont Triad International, McCarren International Airport, Toronto Pearson International Airport; Norfolk VA Port; Long Beach, Oakland Port.	Our clients handle their own customs and transportation to our facilities	All facilities	All facilities	No	No	No	Yes	Chadderton, UK; Erfurt, Germany; Shenzhen, China	GSI employs several technology solutions for streamlining operational processes and maximizing throughput include: warehouse management with RF scanning, transportation/parcel management, resource productivity tracking, material handling/power conveyance, product sortation, put to light, and shipping sortation. These systems have been tailored and built to scale for handling peak season volumes.	Packaging: Branded custom packaging, Fragile packaging, Custom Insertions, Samples, other custom packaging options on client request. Personalization: Laser engraving, Monogramming, Embroidery, Embossing, and Heat transfer. Gifting: Custom presentations Gift wrapping, Gift boxes, Gift cards/receipts, Unique messaging, Special materials, and custom ribbons. Custom Assembly: Special finishing (shrink wrapping), Kitting/bundling, Steaming and pressing, Refurbishment, Re-carton, re-label, custom blend lip gloss/ make-up, wedding favors.
Harte-Hanks	4/750,000 sq ft	Boston, MA, Kansas City Kansas, Fort Worth TX, Ontario CA	Long Beach and Los Angeles, Boston, and the Port of Houston	We charge our clients for our customs and transportation services	Ontario, CA	Boston, MA	Yes	Yes, Kansas City	No	Yes	Brussels, Belgium	RF scanners, pick to light, tilt tray, and power conveyor	Gift wrapping, embroidery
The Hibbert Group	1,200,000	New Jersey, Delaware,& Colorado	Newark,Nj, Philadelphia,Pa,Denver Co airports	We charge our clients for custom and transportation services	Denver, Co	New Jersey, and Delaware,	Yes	Yes	Yes	Yes	partnerships in various countries	RF scanners, power conveyor, station stretch systems,carton maker	program admin., database mgt,,on-site reps
iD Commerce + Logistics	1 location, 200,000 Sq Ft	Wood Dale, IL	O'hare International Airport	We charge our clients for our customs and transportation services	Wood Dale, IL	Wood Dale, IL	Yes	Yes	No	Yes	N/A	RF scanners, power conveyor, station stretch inserters, station master mailers, carton erectors, and Shanklin Heat Sealer with polybagging and shrink-wrapping machines	shrink wrapping, gift wrapping,customized kitting,print on demand,procurement services
Ingram Micro Logistics (IML), a division of Ingram Micro. Inc.	9 / 6,210,000 sq	Los Angeles (CA) San Diego(CA) Dallas (TX)(2), Chicago (IL), Indianapolis (IN), Louisville (KY), Harrisburg (PA), Memphis (TN), and Puerto Rico.	Except for Mira Loma, CA our international inbound imports are routed through the nearest inland port. Our Mira Loma, CA facility would normally receive containers drayed off the port of Long Beach. For our other facilities, the port would usually be the nearest metropolitan area, for example, imports into our Jonestown, PA location would be routed through the port of Harrisburg. This routing leaves the choice of ocean port open, allowing consideration of any number of variables (capacity, cost, transit, amount of handling, etc.) within the physical supply chain.	"With import to our door, through the nearest inland port, containers can be drayed and customs clearance can be accomplished without all of the handling, time, and opportunity for loss or damage associated with destuffing the container, cross docking the product, rebuilding the shipment, and loading it into a delivery trailer	IML optimizes shipping based on client's transportation requirements, but for optimal speed to market, packages would ship from one of our west coast facilities, such as Mira Loma, CA (Los Angeles)	IML optimizes shipping based on client's transportation requirements, but for optimal speed to market, packages would ship from one of our east coast facilities, such as Jonestown, PA	Yes	No	No	Yes	Ingram Micro has over 100 globally positioned warehouse facilities. In North America, we have over 4.7 million sq. feet of distribution center space, processing as many as 250,000 orders in a 24 hour period. Ingram Micro has presence in EMEA (Europe, Middle-East, and Africa), including 10 Advanced Logistics Centers (ALCs); LATAM (Latin America), including 12 ALCs; and APAC (Asia-Pacific) with 80 ALCs	IML's material handling equipment has been custom designed for the needs of each ALC. Conveyance and controls from vendors such as Dematic, Hytrol and Rockwell Automation are used to route product through our facilities to minimize the labor content to process orders and maintain detailed tracking of product as it flows through our ALCs. Our systems are capable of sorting packages for shipment at a rate of 30-90 cartons per minute (dependent on facility and equipment type) and our Engineering team evaluates our systems on a regular basis to make continual improvements to performance and throughput. IML invests in other automation such as automatic carton erectors and sealers, envelope/small item sortation equipment and in-line scales and scanners to automate process and gain efficiencies. In regard to rolling stock, IML has a fleet of order selectors, reach trucks, pallet jacks and dock stockers from Crown, Raymond, Yale and others that are used to move product throughout the facility where automation is not used. IML continually evaluates our mechanization for optimal efficiencies.	IML offers a wide range of value-added services and can customize a client's program based upon their unique business requirements. Sampling of value-added services range from configuration and postponement, kitting and bundling, etching and engraving, gifting, dynamic messaging, retail display assembly, customized packaging, labeling, and marketing insert stuffers.
Innotrac	8/2.8 million sq ft	Atlanta; Chicago; Columbus, OH (2); Cincinnati, OH (2); Reno, NV; Pueblo, CO. Innotrac Europe has 4 locations throughout Europe.	N/A	N/A	Reno	Columbus, Oh	Yes	Yes	No	Yes	UK, Germany, France, Denmark, Sweden, Poland, Austria, Italy, Switzerland, Ireland, Spain and the Netherlands.	Intelligrated outbound sorter (boxes & bags), tilt tray sorter, RF scan, and in line weight scan.	Branded packaging, gift wrapping, embroidery, gift cards, kitting, personalized messaging.
Jagged Peak	18 US Warehouses / Total Available Sq Ft - JP Owned - 105,000 sq ft , Partner Warehouses - up to 3,000,000 sq ft of capacity. For 2013, OHL participation in FlexNet will add an additional 50 U.S. Facilities and 32 Million sq,ft capacity.	Jagged Peak Owned - St. Petersburg, FL Contracted Warehouses US - Pinellas Park, FL / Gaffney, SC / Winchester, VA / Robbinsville, NJ / New York, NY / Holliston, MA / Dallas, TX / Louisville, KY / Minneapolis, MN / Denver, CO / Reno, NV, Phoenix, AZ / Santa Ana, CA / Claremont, CA / Sacramento, CA / Kent, WA	Current International Inbound Model (Clients direct import into Jagged Peak)- St. Petersburg, FL - Miami / TPA Contracted Warehouses US - Robbinsville, NJ - Port Newark / New York/ Newark Santa Ana, CA -Port of Long Beach / Los Angeles International Airport	Clients manage inbound shipments via Ocean and Air, clear Customs and delivery via draymen to Jagged Peak facilities	Dependant of each Client's distribution footprint -Denver, CO / Reno, NV, Phoenix, AZ / Santa Ana, CA / Claremont, CA / Sacramento, CA / Kent, WA	Dependant of each Client's distribution footprint - St. Petersburg, FL / Pinellas Park, FL / Gaffney, SC / Winchester, VA / Robbinsville, NJ / New York, NY / Holliston, MA / Dallas, TX / Louisville, KY / Minneapolis, MN	Yes	Yes	No	Yes	Canada, Europe, Middle East, Far East	Sanners, Pick to Light, Conveyors	Gift Wrapping, Same Day Delivery in selected locations (Manhattan, Montreal City, Dallas)
Kable Packaging and Fulfillment Services	2/250,000	Fairfield, OH and Mt. Morris, IL	Columbus, Ohio	Normally arranged by us or the customer with the repective intl. freight brokers.	Fairfield, OH	Fairfield, OH	Yes	Yes	No	Yes	None	RF scanners, power conveyors, a myriad of packaging machines	Packaging, customer care including call centers, mail and email correspondence, online chat, ecommerce solutions, EDI
Kenco	103/30,000,000 SF	Throughout North America	Port of Los Angeles and Port of Savannah	We charge our clients for our customs and transportation services	Los Angeles, CA & Salt Lake City, UT	Chattanooga, TN	Yes	Yes	Yes	Yes	Milton, ON Canada	RF Scanners, wearable scanners, tilt tray, power conveyors, voice picking	Kitting, light assembly, packaging, kanban & sequencing, raw materials management, product testing, vendor-managed inventory, material handling equipment and fleet management, network optimization, regulated pharmaceutical destruction, reverse logistics and sustainability initiatives
National Fulfillment Services Inc.	140,000	Aston, PA	Philadelphia, Wilmington	Clients arrange customs and transportation services	Aston, PA - Reno, NV facility on-line Summer 2013	Aston PA	Yes	Yes	Yes	Yes	_	RF Scanner, power conveyors	Kitting, Assembly, Gift Wrapping
Netrada North America, LLC.	3/1,000,000 sq. ft.	West Chester, Ohio (near Cincinnati, Ohio on East Provident Dr., International Blvd. and Meridian Way)	Long Beach, Newark, Cincinnati Airport	Most clients clear customs, deliver containers to their DC's and ship products to us from the DC. Some clients ship containers directly to us clearing customs in Cincinnati or Long Beach.	Cincinnati, Ohio	Cincinnati, Ohio	Yes (illy café)	Yes	No	Yes	We have facilities in Germany (Garbsen, Langenhagen, Lehrte) serving the EU and in Shanghai serving China	W&H unit sorters for apparel and footwear for some clients.	Gift wrap, embroidery, gift packaging
Newgistics	3 Fulfillment locations/300,000 sqft	Los Angeles, CA; Denver, CO; Louisville, KT	Long Beach	N/A	Los Angeles, CA	Louisville, KY	Yes	Yes	Yes	Yes	Partner facilities in CA, UK, and AU	Conveyor, box sealers, RF	Brand Care, Gift Wrap, Rework Returns
ODW Logistics,Inc.	15/4,000,000	OH, MI, IL, WI, TX and CA	Columbus Inland Port, Long Beach, Houston	We are not a customers broker. We offer Asset based transportation for Dryage	Chino, CA	Columbus, Ohio	No	Yes	Yes	Yes	None	RF, power conveyor with weigh in motion	Kitting, gift certificates, Asset based and non asset based transportation, destruct and serial tracking
OHL	131/32,000,000 sq ft	Locations strategically located across U.S. - North, South, East, West, Midwest, NE, NW, SE, SW	"Port of Long Beach, CA - Ontario, CA, Riverside, CA, Fontana, CA, Torrance, CA Phoenix Sky Harbor International Airport - Tolleson, AZ Reno-Tahoe International Airport - Sparks, NV Auburn, WA Port of Savannah - Savanah, GA O'Hare International Airport - Crystal Lake, IL, Romeoville, IL St. Louis International Airport - Granite City, IL, Madison, IL, St. Louis, MO Indianapolis International Airport - Plainfield, IN Port Columbus International Airport - Columbus, OH Toledo Express Airport - Perrysburg, OH, Toledo, OH Jackson-Hartsfield Airport - McDonough, GA Memphis International Airport - Memphis, TN Nashville International Airport - LaVergne, TN, Nashville, TN Charlotte Douglas International Airport - Statesville, NC Port of Savannah - Savannah, GA Mitchell Airport - Fond du Lac, WI Port of New York - Edison, NJ, Somerset, NJ Dallas/Fort Worth International Airport - Dallas, TX Port of Houston - Houston, TX Laredo International Airport - Laredo, TX Port of Philadelphia - Allentown, PA, Bethlehem, PA, Chambersburg, PA Port of Charleston, SC - Columbia, SC"	Clients may use their own partners or they can use our services for customs clearance and transportation	Ontario, CA, Riverside, CA, Fontana, CA, Torrance, CA, Tolleson, AZ, Sparks, NV Auburn, WA	McDonough, GA, Crystal Lake, IL, Granite City, IL, Romeoville, IL, Madison, IL, Plainfield, IN, St. Louis, MO, Columbus, OH, Perrysburg, OH, Toledo, OH, Memphis, TN, LaVergne, TN, Nashville, TN, Statesville, NC, Edison, NJ, Somerset, NJ, Allentown, PA, Bethlehem, PA, Chambersburg, PA, Columbia, SC	Yes	Yes	Yes	Yes	We have a few warehousing locations in Canada, Toronto and UK, London. We also have customs clearing and freight forwarding offices in Asia and Europe.	RF Devices, Pick to Light, Put to Light, Zone Routing Conveyor, Manual Pick & Pass, Put to Light Carousels, Shipping Carton Sortation, In Line Print and Apply	Gift card, gift wrap, embroidery, engraving, overpack, kitting,
PBD Worldwide	460,000 sq ft	Alpharetta and Duluth GA; Philadelphia, PA; Chicago, IL; Washington, D.C.; Hong Kong	Alpharetta and Duluth, GA – Hartsfield Jackson International Airport;	Clients handle clearance and transportation to fulfillment center.	All US facilities	All US facilities	Yes	No	No	Yes	Hong Kong	RF scanners, Auto-Packing, Digital Distribution	Customer Service, Digital Distribution, Email Marketing Automation, Analytic Reporting, Kitting and Specialized Packaging, Printing, CD/DVD Duplication, Premiums
Phoenix Direct	1/60,000 sq ft	Alpharetta, GA	Savannah, GA	Clients arrange for transportation services on their end and notify us of shipments.	Alpharetta, GA	Alpharetta, GA	No	No	No	Yes	None	RF Scanners	Gift boxing, Refurbishment on returned apparel
Quiet Logistics	2/300,000 sq ft, West Coast 2013	Devens, MA; West Coast, 2013	Boston, NY/NJ	Clients are responsible for clearing customers and getting items to our facility	Devens, MA	Devens, MA	No	No	No	Yes	None	Kiva Systems robots and pods, RF Scanners, power conveyor	Gift wrapping, tissue paper, stickers, branded box assembly and storage, ribbons and bows
Saddle Creek Logistics Services	37 locations, 16 million square feet	Throughout the U.S.	locations nationwide – multiple ports	We do not provide customs brokerage services, but can support transportation needs from ports of entry.	locations nationwide, depends on customer network	locations nationwide, depends on customer network	Yes	Yes, all shared space facilities	No	Yes	N/A	RF Scanners, automated conveyor, pick to light systems, automated carousels, WMS, TSM	Reverse logistics, kitting and packaging, light manufacturing, product refurbishment, call center, gift wrapping, small parcel management, FTL and LTL freight, dedicated account management
The Service Center, Inc.	1/117,000	Houston, TX	Houston, TX	We charge our clients for our customs and transportation services	Houston, TX	Houston, TX	Yes	No	No	Yes	Toronto, Canada	proprietary	rebate processing, vendor management, call center, IT development
Southern Fulfillment Services, LLC	5/ 375,000	Vero Beach, FL, Harlingen, TX and Palestine,TX	Miami, FL and Houston, TX	Third party	Harlingen, TX and Vero Beach, FL	Vero Beach, FL	Yes	No	No	Yes	N/A	Pick to light, Automated package sorter, Barcode scanners, Personalized package inserts	Kitting, On-demand gift assembly, Hub induction, Cross-docking
SP Express	6 / 600,000 sq. ft.	Ontario, CA / Phoenix, AZ / Dallas,TX Forest, VA / Seattle, WA / Oshkosh, WI	Long Beach, CA / Norfolk, VA / Houston, TX Seattle, WA	We offer clients a customs and transportation services	Ontario, CA / Phoenix, AZ / Dallas,TX Seattle, WA / Oshkosh, WI	Forest, VA / Dallas, TX / Oshkosh, WI We utilize Dallas and Wisconsin for clients looking to ship nationally from one distribution center, whereas clients looking to utilize coastal distribution centers use a combination of Virginia and either Phoenix, Ontario or Seattle	Yes	No	Yes	Yes	Toronto, Canada	Pick to Light Systems, Automatic Conveyors, RF Scanners, Integrated Scanning Systems	Reverse Logistics, Lettershop and Bindery, Order Management, Credit Card Processing, Data Management, Customized Reporting
SpeedFC, Inc.	3/1,120,000 sq ft	Dallas, TX, Columbus, OH, Minneapolis, MN	Dallas/Ft. Worth, TX International Airport, Port Columbus International Airport, Minneapolis - Chicago O'Hare Airport	Clients either work directly with brokers or we provide the service for the client.	Dallas, TX	Columbus, OH	Yes	No	No	Yes	Canada, Toronto	Conveyors, RF scanners, Bomb Bay sortation, OMS, WMS, TMS	Gift wrapping, bagging, reticketing, flexible receiving, gift cards, returns processing and more
Strategic Fulfillment Group	140,000	Big Sandy TX	Houston TX (port and two airports), Dallas TX (DFW, DAL), Austin TX, Shreveport LA (port and airport)	Clients establish & maintain own custom relations	Single location, central USA	Single location, central USA	Yes	Yes	No	No		SFG has several technology solutions and automation options, including automated labeling, cartoning, poly-packaging, Postal Sortation software, rate-shopping, ACH/ICL check processing, Presort software and comingling	Real-time, relational database; Integrated business intelligence solution; Email promotion; Web services; Merge/purge services; Kitting & assembly; Automated & manual packaging; Promotional insert, Call center (extended hours), Up-sell/cross-sell, Data Entry, Cashiering, Email Marketing, Account Services, Letter shop, Marketing support, Shopping cart integration, Web order processing (real-time)
The Fulfillment Lab, Inc	1/70,000 sq ft.	Lutz, FL	Tampa International Airport	We charge our clients for our customs and transportation services	Lutz, FL	Lutz, FL	Yes	No	No	Yes	UK, Canada	Label Machine, Computer Network	Labeling
The Jay Group	1/250,000 sq ft	Lancaster, PA	Philadelphia, PA, Baltimore, MD and Long Beach, CA	We will utilize our relationships with freight forwarders and charge our customers for customs and transportation services.	Partner facilities: Sparks, NV & Inland Empire	Lancaster, PA	Yes	Yes	No	Yes	N/A	Manhattan & Associates WMS integrated with OMS platform, RF scanners, powered conveyors with integrated print & apply and automated package sortation. In addition, ancillary wrapping, banding, unitizing, etc.	Kitting, shrink wrapping, banding, POP/POS design & construction, mail order processing, ecommerce web design, customer program integration, gift wrapping, print-on-demand, on-line marketing & merchandising, ecommerce forecasting & buying, digital photo/video production and on-demand customization of apparel & promotional items.
Thill, Inc.	10, 1.5 million square feet	Wisconsin, Georgia and California	Milwaukee/Chicago-Wisconsin, Long Beach- California, Atlanta-Georgia	This is determined by the client. We can make recommendations from a list of partners.	Greater Los Angeles Area	Atlanta, Georgia	Yes	Yes, WI	Yes, WI	Yes	UK, Cardiff Wales and Toronto, Canada	Wire-guided forklift, narrow aisle racking, RF scanning, License plate scanning, power	Gift wrapping, gift packaging, kit assembly, embroidery, call center services, OMS, WMS,
Warwick Fulfillment Solutions	1/100,000 sq ft.	Hurlock, MD	Baltimore, MD	Clients typically clear containers through brokerage firm and schedule delivery to Warwick.	Hurlock, MD	Hurlock, MD	Yes	No	No	Yes	N/A	Power Carts, Power Conveyors, Scanners, Forklifts, Pallet Shrink Wrap, Pallet Jacks, Pickers, Compactors, POE Wireless Access Devices, motion sensitive lighting, security cameras, generator, Scales, Dunnage Equipment, Corrugate Baler, Alarm system, Sprinkler System.	Kitting, Gift Wrapping, Web Site Development, Web Hosting, Web Content Management, Photography, Social Media

Systems and Web

Vendor	Offer Web Hosting	Offer Website Development	handled Int or Ext	ERP/Order Mgmt System	Client use of ERP/OMS	WMS	Business Intelligence tool	Mkgt or Merch data system	Inventory forecasting option	Offer Call center Services	Order Entry	Customer Service	Email	Chat	handled Int or Ext	Alliance Partner
3LINX	Yes	Yes	Built and Maintainted Internally	Built and Maintainted Internally	Using a different 3LINX product they can; fulfillment platform assumes client has ERP/OMS in place	3LINX Logistics + Fulfillment Portal / Built and Maintainted Internally	Extensive reporting and event triggered email/text alerts; For everything else APIs are available for free	Using a different 3LINX product they can; fulfillment platform focusses on fulfillment/logistics only.	Using a different 3LINX product they can; fulfillment platform focusses on fulfillment/logistics only.	Yes; through partners	Yes; through partners	Yes; through partners	Yes; through partners	Yes; through partners	Alliance Partners	Various; Depending on Client Situation
3PL Worldwide. Inc	Yes though a stategic partner	Yes, through a strategic Partner	Commercially packaged We run both, depending on the needs of our clients they could be on different systems	Ecometry/Red Prairie Trax	Yes	Red Prairie, Order Trax and Retail Motion	Yes - Mission Control	No	No	Yes	Yes	Yes	Yes	optional	Both internal call centers and external partners	Various as needed-Overseas options as well
Adeptiv Solutions	No	No	Internal and commercially packaged	Quantum (in-house)	Not currently but this is a future business model	Quantum (in-house)	No	No	No	Yes	Yes	Yes	Yes	Yes	Internal	N/A
Aero Fulfillment Services	Yes	Yes	Commercially packaged	CW Serenade	Yes	Infor SCE 10	No	No	No	Yes	Yes	Yes	Yes	Yes	Alliance Partner	RDI Marketing
BoxInBoxOut, LLC	Yes	Yes	Both	Coreflex WMS	No	Coreflex	Custom Built Web Reporting for order and inventory management	No	No	Yes	Yes	Yes	Yes	Yes	Internally	N/A
CDS Global	Yes	Yes	Internally	SERV/Pf	No	Intek Warehouse Librarian	Yes - InFOCUS BI+	No	No	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Crystal Creek Logistics	No	Some assistance	Commercially packaged	ProMail	Yes	ProMail	No	No	Yes ProMail	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Dart Warehouse Corporation	no	no	Commercially packaged	use customers	no	IRMS, Upp Technology	no	no	No	Yes	Yes	Yes	Yes	Yes	Alliance partners	multiple
DTI Warehouse, Inc.	Not at this time	Yes via partner(s)	Internally developed supported on industry standard operating systems	WebCenter	Yes	WebCenter	Not at this time	No	No	Yes	Yes	Yes	Yes	Yes	In house or via partner	TBA
eFulfillment Service, Inc.	No	No	Developed internally	Our proprietary system is called our Fulfillment Control Panel (FCP)	Our FCP system allows our clients to manage inventory, orders and shipments	Our FCP system also has warehouse management capabilities	Our Fulfillment Control Panel provides intelligence data relative to inventory and order management, such as inventory forecasting and order history	No	Yes - this is a feature of our Fulfillment Control Panel	Yes	Yes	Yes	Yes	Yes	Alliance partner	Midco Connections
Fifth Gear	Yes	Yes	Internally Developed	Sigma Commerce	Yes	Sigma Commerce	No	Yes – Marketing Relationship Management (Catalog Only)	No	Yes	Yes	Yes	Yes	Yes	Internal Domestic	In-house
Fulfillment Works, LLC	NO	Yes	COMMERCIALLY PACKAGED BUT FURTHER DEVELOPED INTERNALLY	PROMAIL	Yes	PROMAIL	REPORTS AVAILABLE THROUGH OUR CLIENT PORTAL	REPORTS AVAILABLE THROUGH OUR CLIENT PORTAL	REPORTS AVAILABLE THROUGH OUR CLIENT PORTAL	THROUGH AFFILIATE PARTNERS	Yes	Yes	Yes	Yes	ALLIANCE PARTNER	WE HAVE SEVERAL DEPENDING ON CLIENT'S VOLUME
FW Warehousing and Fulfillment	Yes	No	Commercially packaged	Microsoft Navision NAV	Yes	3Plink Microsoft Navision NAV	Yes - Manage Metrix	No	No	Yes through partner.	Yes	Yes	Yes	No	Alliance partner	Midco Connections
GSI Commerce	Yes	Yes	Internally	JDA and Sterling	Both the full service end-to end and eB2C integration models offer support for GSI driven Order Management, as well as credit/fraud and payment services.	Manhattan Associates and Red Prairie	Yes - Net Acumen and MicroStrategy	No	No	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Harte-Hanks	Yes	Yes	Both	nexTouch	Yes	Midas	Yes, Cognos and various others depending on requirements	No	Yes - nexTouch	Yes	Yes	Yes	Yes	Yes	Internally	N/A
The Hibbert Group	Yes	no	internally	Order2u.com	Yes	Red Praire	Yes	no	no	Yes	Yes	Yes	Yes	no	internally	N/A
iD Commerce + Logistics	Yes	Yes	We utilize both types of systems	PIC performs full OMS functions for iD and uses a home grown system.	Yes	Promail	Yes - We create a custom Business Intelligence tool for each client, depending on their needs.	no	Yes	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Ingram Micro Logistics (IML), a division of Ingram Micro. Inc.	Yes, through third party providers	Yes, through third party providers	Both	IML's technology platform is based on SAP software on an enterprise basis in a disciplined fashion.SAP contains a series of tightly integrated modules that blend together to provide a seamless flow of information from suppliers to customers. Key modules include purchasing, inventory control, order entry, credit management, warehousing and distribution, and returns management. The system also includes all of the financial functions, such as accounts receivable, accounts payable and general ledger sub-systems.	Our logistics clients retain title to the product we store for them so it is important that they stay engaged at a systemic level in order to manage those assets. IML would then electronically integrate with our client's systems to execute the services agreed upon.	IML 's warehouse management systems is a client-server based, 7x24 capable, warehouse management, logistics and transportation tool with surrounding technologies which allows IML to achieve high quality and optimize costs.	IML will partner with a third party provider as required to meet this business need.	IML will partner with a third party provider as required to meet this business need.	Yes, IML can customize an inventory forecasting program in our SAP ERP system to meet client requirements	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Innotrac	No	No	Both	Command Center (internal system)	Yes	Manhattan Associates WM for Open Systems	Yes - SmartHub	No	No	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Jagged Peak	Yes	Yes	Internally Developed	EDGE	Yes	EDGE Core	Data Mine	Yes. EDGE eCommerce OMS platform contains website cataloging and product merchandising capabilities.	No	Yes	Yes	Yes	Yes	Yes	Externally	Novo! , OneTouch Direct
Kable Packaging and Fulfillment Services	Yes	Yes	Both, predominately commercially packaged systems	Order Power/Irista(Dematic)	Yes	Order Power/Irista(Dematic)	Yes, Cognos	Yes, email marketing - Smart Source	Yes, available within Order Power system	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Kenco	No	No	We provide Internally-developed and Commercially Packaged Systems	Manhattan Associates' Distributed Order Management	Yes	WES (Proprietary), Manhattan Associates, Red Prairie, and SAP WM	Yes, Unify (Proprietary)	No	Yes - Llamasoft	Yes	Yes	Yes	Yes	Yes	Alliance partner	Multiple Partners
National Fulfillment Services Inc.	No	Yes	Internal	COPS (Comprehensive Order Processing System)	Yes	COPS (Comprehensive Order Processing System)	SAP Crystal	Internally Developed	Limited Developed for Clientele	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Netrada North America, LLC.	Yes	Yes	Commercially packaged with modifications	Microsoft Dynamics AX for OMS and WMS -HSO (Omnica)	Yes	Microsoft Dynamics AX for OMS and WMS -HSO (Omnica)	Yes, ZAP and internally developed by client	Yes, internally developed via data warehouse	Yes, but not currently utilized by any client	Yes	Yes	Yes	Yes	Yes	All internal	N/A
Newgistics	No	No	Internal	Proprietary	Yes	Proprietary	No	No	No	No	N/A	N/A	N/A	N/A	N/A	N/A
ODW Logistics,Inc.	No	No	Commercial but we own the code for customization	Warehouse Distribution Logistics System	Yes through our Portal	Warehouse Distribution Logistics System	Scoreboard	No	No	No	Yes	only as part of our Warehouse services not direct to consumer	No	NO	N/A	N/A
OHL	No	No	Combination of both	Edge	Yes	Synapse and Manhattan	No	No	No	Yes	Yes	Yes	Yes	No	Alliance partner	Global Response
PBD Worldwide	Yes	Yes. We also offer web marketing (adwords, email campaigns, affiliate programs)	Commercially packaged	Oracle	Yes	Oracle	Yes, PBD SmartReports	Yes, PBD NextSale	Yes, PBD SmartReports	Yes	Yes	Yes	Yes	No	Internally	N/A
Phoenix Direct	Yes		Commercially packaged	Ecometry (Red Prairie)	Yes	Red Prairie	No	Not a packaged system, but we have experienced staff that assist clients with marketing, circulation, and merchandising.	We have experienced inventory specialists that work with clients to assist with forecasting.	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Quiet Logistics	No	No	Internally developed	N/A	No	Quiet Logistics Fulfillment Management System	Yes - Quiet Logistics Customer Portal	No	No	Yes, through Partners	Yes, through Partners	Yes, through Partners	Yes, through Partners	Yes, through Partners	Externally	Global Response
Saddle Creek Logistics Services	No	No	Both	Multiple systems and use Microstratgy for consolidated reporting	Yes	Multiple, including: Infor, SAP, Red Prairie, and ProWares (in-house)	Microstrategy, Infor, ProWares	No	No	Yes	Yes	Yes	Yes	Yes	Both	N/A
The Service Center, Ltd.	Yes	Yes	developed internally	WebWarehouse®	Yes	WebWarehouse®	no	WebWarehouse®	no	Yes	Yes	Yes	Yes	no	internally	N/A
Southern Fulfillment Services, LLC	In development	In development	Commercially packaged	Microsoft Dynamix AX	No- in progress	N/A	No	No	No	Yes	Yes	Yes	Yes	Yes	Internally	N/A
SP Express	Yes, through a third party	Yes	Commercially packaged and integrated into one platform	Order Logix and Zethcon Synapse	Yes	Zethcon Synapse	No	No	Yes, we offer inventory control, visibility and management through Zethcon Synapse	Yes	Yes	Yes	Yes	Yes	Internal and External	N/A
SpeedFC, Inc.	Yes	Yes	Both. Developed Internally & Commercially Packaged (Oracle Commerce)	SPEED order	Yes	Manhattan Associates, WM	Yes - SPEED order	Yes - SPEED order	Yes - SPEED order	Yes	Yes	Yes	Yes	Yes	Internal	N/A
Strategic Fulfillment Group	Yes	Yes	As needed by Clients	Yes, proprietary	Yes - Clients have access in real-time	SFG's warehouse management integrated relational database system is capable of supporting all warehouse, database and marketing needs	Yes	SFG's integrated relational database system is a real-time solution that allows clients access standard and custom reporting, query tools, and executive dashboards	No	Yes; Cloud-based redundant system that allows expandability and add-on solutions as needed; extended hours (including weekends); Cross-sell/up-sell services		Yes - phone, Web/email, mail	Yes		Internally	several alliances available including business intelligence and postal/shipping.
The Fulfillment Lab, Inc	No	No	Internally	Proprietary	Yes	Proprietary	Yes- Proprietary	No	Yes	No	No					
The Jay Group	Yes	Yes	Internally Developed and also work with some commercial systems, such as Magento, Epicor, and Amazon Storefront	Custom OMS and Manhattan Associates WMS.	Yes	Manhattan Associates	Yes - custom client portal	Yes - custom tools system	Yes - Forecast Pro	Yes	Yes	Yes	Yes	Yes	Internally	N/A
Thill, Inc.	Yes	No	It is a combination of both.	BiBi Solutions & Ecometry	Yes	Proprietary	Yes, Manage Metrix	No	No	Yes	Yes	Yes	Yes	Yes	This is all managed internally and on-site.	N/A
Warwick Fulfillment Solutions	Yes	Yes	Commercially Packaged	DydaComp Mail Order Manager. Additionally Warwick utilizes its clients OMS when germain to a given client's business model.	Yes	Argos' Abecas	Our OMS reporting offers a robust array of report that provide extensive data which can be captured in various formats for analysis.	Warwick's OMS (DydaComp Mail Order Manager) provides extensive reporting cababilities.	Yes	Yes	Yes	Yes	Yes	No	Internally	N/A