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a2b Fulfillment helps ecommerce and multi-channel merchants provide an exceptional customer experience through integrated Order Fulfillment, Customer Care, and value-adding Business Support services.

We combine enterprise technology, strategic locations, deeply discounted shipping rates, and the most experienced logistics and customer care talent in the industry to ensure quality and value for our clients.

We begin by taking a holistic approach to the customer lifecycle. From Order Acquisition and Tracking, to Same-Day Order Fulfillment, to Customer Care and Returns management, we can provide you with a turnkey program or on an a la carte basis.

SERVICES IN MORE DETAIL:

Order Fulfillment – Picking, Packing, and Shipping isn't rocket science, but to do it quickly and accurately on a consistent basis requires both technology and experience. Our fulfillment process is completely paperless and system-driven. Pickers are told where to go, what to get, and where to take it, verifying throughout the process that it has been done correctly. Packers scan each item to further ensure accuracy, and then our logic-based shipping system follows custom-tailored business rules resulting in the package shipping with the best carrier, every time.

Order Management – Manage the entire customer lifecycle with our sophisticated and secure PCI Certified system. Orders are transmitted into our system from shopping platforms, call centers, and ERP systems where a host of value-adding tasks are performed, including channel tracking, inventory validation and allocation, credit card authorization, continuity management and installment billing, and more, as applicable. The system then serves as the Customer Care platform for efficient customer management. Extensive reporting helps merchants understand their businesses.

Customer Care – Treating customers well not only keeps them coming back but also encourages positive reviews, resulting in increased sales. Our expert team of career-oriented customer care professionals are highly trained to assist clients with orders, payments, returns, technical support, and even save-the-sale strategies to skillfully protect revenue. We also monitor social platforms and manage chargebacks.

Reverse Logistics – Returns are inevitable. But how a company handles them directly affects the bottom line. a2b manages the return process from end-to-end, including return label generation and delivery, RMA management and refund and credit. Additionally, we also offer reclamation services in our dedicated Refurbishment department, deriving revenue from returned product.

Drop Shipping – Shipping on behalf of a retailer is serious business, as orders must represent the retailer well. Therefore, retailers have devised stringent guidelines encompassing every detail of the drop shipment, including packaging, presentation, speed of fulfillment, shipment carrier and service and finally, the data back to the retailer, which enables them to communicate seamlessly with their customer. a2b understands Drop Shipping. We support programs with dozens of retailers and make the process extremely efficient.

Retail Distribution – Fulfillment to Retailers is a complex and technologically challenging undertaking. Each retailer has a unique set of guidelines and requirements that must be adhered to, including case and pallet specifications, labeling requirements, routing and transportation guidelines, and integration requirements via EDI (Electronic Data Interchange). We cut our teeth in Retail and have honed rock solid processes that deliver outstanding results. We offer EDI connectivity with every major retailer making set-up a snap.

