



# Fulfillment

.com

Worldwide Fulfillment<sup>Made Easy®</sup>



Fulfillment.com (“FDC”) is the  
preeminent provider of

**E-Commerce**

fulfillment services to

**High Volume**

independent and multichannel  
Internet retailers

**WORLDWIDE**





# Our Services



Retail  
Fulfillment



E-Commerce  
Fulfillment



Kitting &  
Assembly



FBA Prep  
Services



Subscription Box  
Fulfillment



Returns  
Management



## Most Efficient Network in the USA

Split your inventory across the USA to reduce the distance between your product and your customer

1-2 Day delivery by ground to

**99.97%**

of the continental US population from Fulfillment.com's US network of only four fulfillment centers

Next-Day delivery by ground to

**68%**

of the continental US population

From our **Kansas City Center**, we can make ground delivery in 1-3 days to 99% of the continental US population and 1-2 delivery days by ground to 60% of the continental US population.





# Global Logistics **Infrastructure**

Each year, we ship millions of B2C and B2B orders to more than 150 countries

- United States
- Canada
- United Kingdom
- Europe
- Australia





# Savannah, GA

Fulfillment HQ and Fulfillment Center

**243,200**  
SQ. FT.





# Allentown, PA

Fulfillment Center



**28,000**  
SQ. FT.



Locations  
↑↑

# Kansas City, MO

Fulfillment Center

**85,101**  
SQ. FT.





# Salt Lake City, UT

Fulfillment Center



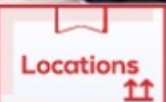
**20,000**  
SQ. FT.  
+flex space as needed



# Mississauga, ON

Toronto, Canada Fulfillment Center

**20,000**  
SQ. FT.  
+flex space as needed





## Fulfillment Center



**126,000**  
SQ. FT.



## Locations

11

Netherlands Fulfillment Center

**120,560**  
SQ. FT.



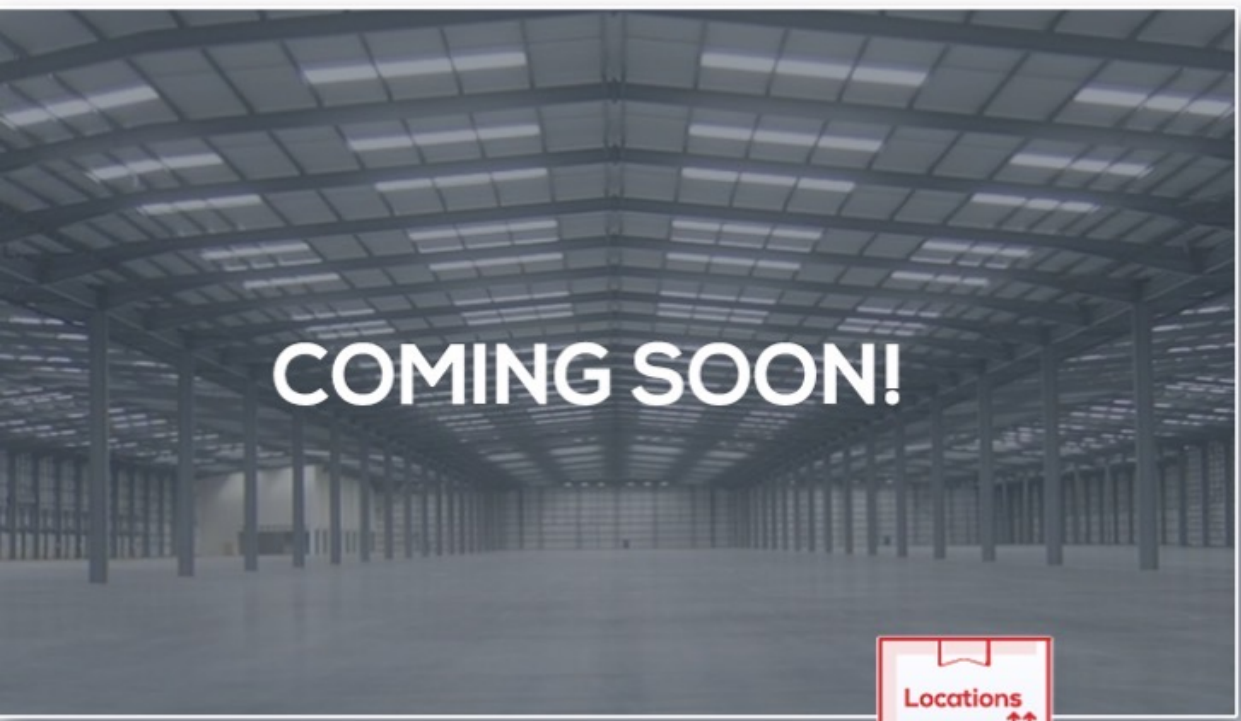


# Melbourne, AU

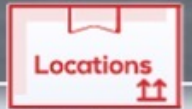
Dandenong South Fulfillment Center



**62,000**  
SQ. FT.



**COMING SOON!**



# Mexico

Mexico City Fulfillment Center

**87,000**  
SQ. FT.





# World Class Customer Service

Each of FDC's clients are assigned their own **"Success Manager"** so that FDC clients communicate with the same representative each time, every time.

The result is a collaborative partnership with a fulfillment executive that knows **YOUR** business.



Team





# Manage Everything with our <sup>Free</sup> Cloud Based Software

## BESTOMS

Control your entire fulfillment operation through one convenient platform. Seamlessly manage your inventory, verify addresses, select carriers, and much more.



### Inventory Tracking

Manage your inventory levels worldwide. Receive daily reports including anticipated depletion times and alerts to order more.



### Warehouse Management

Track inventory levels across all warehouses and suggest inventory routing based on volume metrics.



### Inventory Management

Our algorithms predict depletion times and recommend inventory count increases.



### Address Validation

Automatically identify invalid addresses and has the tools to quickly update information, ensuring timely delivery to your customers.



### Carrier Optimization

Identify and select the lowest-cost carrier based on your unique shipping needs.



### Protective Packaging

Select the most appropriate packaging to ensure your product is preserved during shipping.



Software



# 70+ Integrations

FDC collects orders from your website's shopping cart / CRM / ERP / e-commerce platform FAST and EASY

# API State of the Art

FDC's proprietary platform is an API-centric, database-driven web application with the most robust RESTful API set that any fulfillment company offers. Our clients have the option to integrate directly to their own CRM or proprietary platform through our open APIs!

  
API

# World Class Performance

With

# MILLIONS

of orders shipped, FDC's performance is unsurpassed:

**I** FDC ships the right product, at the right time, to the right address, at the right price.



## Right Product

99.9945% of all orders shipped with the correct product.



## Right Time

99.7231% of all orders shipped the day they are received.



## Right Address

99.9997% of all orders shipped to FDC client-provided addresses.



## Right Price

On average, FDC's fulfillment pricing is 37% less than Amazon FBA.





# Why **Fulfillment.com**?

Fulfillment.com is often recognized in the media.

Supply Chain World featured FDC in its print and digital edition of Supply Chain *Best Practices*

The New York Times quoted FDC's CEO Justin Singletary in Selling E-Commerce While Avoiding Amazon...

*"We saw a void in the marketplace — an opening to take care of the merchants themselves rather than the merchant's customers..."*

Fulfilling orders is **WHAT** we do...  
Fulfilling dreams is **WHY** we do it!

~ Justin Singletary

Justin Singletary  
Founder & CEO



**VETERAN**  
OWNED BUSINESS



# Why **Fulfillment.com**?

## MCM Top 3PL listing for 2022

Fulfillment.com is again honored to be chosen as one of the Top 3PL providers in the industry for 2022.

Multichannel Merchant is one of the leading resources for key decision makers responsible for ecommerce, management, marketing and operations at companies that sell merchandise through multiple channels including ecommerce, mobile, social, and catalog. Every year they review leading companies in multiple disciplines and create a list of Top Picks.





# Our Clients Love Us

Excellent reviews from  
businesses of all types and  
places around the world

...small business comparison by  
FitSmallBusiness.com of Amazon,  
Fulfillment.com, and Shipwire,  
Fulfillment.com was ranked #1 for  
order fulfillment services. The  
ranking was based upon three key  
factors: Fulfillment.com has the  
lowest costs, integrates with all  
major e-commerce.



## Carbon CoCo

Most likely the best Fulfillment  
company in the United States! Not  
only they have among the lowest  
prices in the industry (storage +  
picking & packing + shipping rates),  
but they go out of their way to make  
sure you're happy and all of your  
business needs are met.



## Meze

Best Shipping ser  
We tried various fu  
but, in the end, the  
The staff is friendly  
answering and helin  
any issues that m



## Optimal Health & Wellness

A fantastic partner to work & grow  
your business with. Although our  
company has partnered with them  
since their initial launch, I have only  
been interacting with them for  
about three years now.



## Prizeo

At Prizeo, we use Fulfillment.com to  
inventory and ship gift rewards to  
financial supporters of our crowd-  
funded campaigns. FDC's order  
accuracy, quick turn-around times,  
and affordable shipping rates  
continue to exceed our expectations!



## Thigh Society

As an online business, we've be  
very satisfied using Fulfillment.co  
as our 3PL for the last (almost) 4  
years. Customer service is \*top  
notch\* and orders ship out pretty  
much on time with very few  
exceptions. Also, very low fees  
considering the high level of service.



## Speciesism: The Movie

Fulfillment.com has been  
a great partner for our business.





# TRUST, TEAMWORK, HIGH ENERGY



Fulfillment.com's

## VISION

is to be the

#1

FULFILLMENT  
SOLUTION

TO  
**INDEPENDENT**  
INTERNET RETAILERS  
IN THE UNITED STATES

Fulfillment.com's

## VALUES

are:

- 1 ACT WITH INTEGRITY
- 2 SHOW RESPECT TO EVERYONE
- 3 HAVE A POSITIVE, CAN DO ATTITUDE
- 4 TAKE OWNERSHIP
- 5 CLARIFY AND VERIFY ALL COMMUNICATION
- 6 EXCEED EXPECTATIONS
- 7 DELIVER SOLUTIONS. NO EXCUSES, NO PROBLEMS

Fulfillment.com's

## MISSION

is to

**EMPOWER**

INTERNET  
RETAILERS

TO

**SELL EVERYTHING**

TO

**EVERYONE**

Values

