



## E-Commerce & Mail Order Fulfilment

## E-Commerce

Transworld can receive customer orders directly from a client website using our own processing systems and secure servers.

Order requests are sent directly to the warehouse work flow for picking and onward despatch whilst simultaneously checking stock availability and passing this information back to the client website if required.

Utilising our in-house developed AIMS management systems and operational controls the process of order placement to physical despatch via Royal Mail or carrier can be measured in minutes.

First class fulfilment and distribution needs support by high quality customer care and to this end the integrated nature of the Transworld operation becomes evident, integrating the capability provided through our web-enabled customer service facilities.

These can be added to any fulfilment activity as necessary and allow your business to offer your customers the best possible purchasing experience.

- Fully integrated "website" to fulfilment systems
- Scalable solutions (site hosting, etc.)
- Real-time online reporting and order updates
- Despatch tracking facilities
- UK or Worldwide despatches

## Mail-Order Fulfilment

An integrated, responsive service offering able to react to seasonal and unexpected demand peaks is vital to maintain business continuity for a modern mail-order operation.

Utilising the integrated Transworld customer service and response fulfilment operations, we ensure that your customers are able to place orders easily and that fulfilment is consistently prompt and accurate.

Real-time access to a range of ad-hoc and pre-formatted online management reporting is offered as standard to all clients and provides a range of information relating to overall orders and value, movement of specific product lines and the performance of your own specific agreed performance levels.

Our extensive experience, proactive staff and professional approach provide the assurance that your customers orders will be managed and despatched safely and on-time.

- Integrated stock management & processing systems
- Postal, fax, email, internet and telephone order handling
- Secure, high capacity storage facilities
- Full mail, downstream and courier despatch service portfolio

