



# In-House Fulfilment



# VS



# Working with a Fulfilment Partner



Starting your own eCommerce business is fun and exciting, but as the owner of a small business, you may find yourself doing it all – from product development, customer liaison, all the way to fulfilling and shipping your orders!

Fulfilment centres take the pressure off small businesses by picking, packing and sending parcels out. So how does working with a fulfilment partner really differ from managing fulfilment in-house?

## In House

### Fulfilling Orders



- Multiple trips to the post office
- Pressure to fulfil quickly
- Delays = unhappy customers!



- Stock safely stored
- Deliveries picked and packed quickly and efficiently
- Happy customers and repeat business!

### Returns



- Dealing with customer enquiries
- Work assessing condition of the item
- Getting item back into stock if re-sellable

- You get to stay away from the hassle of returns management
- Stock back on shelves quickly and easily



### Customer Experience



- Easiest for you to use one delivery option
- Customers on look out for multiple convenient options

- Access to multiple carriers
- Give your customers many different options
- Reduce cart abandonment
- Increase sales



### Managing and Storing Stock



- Constant work keeping an eye on stock levels and re-ordering

- Everything stored in the warehouse
- Stock Management system so you can see what's going in and out!



## So, what's next?

Click on the link below and start the conversation. Once we understand your business, we will provide you with a no-obligation quote and solid advice along the way.

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