

UBS

Universal Business Solutions

Fulfillment & Distribution Services

UBS is your one source turnkey market solution to stay ahead of your competitors.



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UBS recognizes in today's marketplace integrated fulfillment solutions have emerged as a turnkey solution for innovative businesses.

This customized service allows businesses to increase productivity, development and business growth. Many evolving businesses are looking for methods to reduce operational and overhead expenses to stay competitive.

UBS will handle all of your fulfillment needs while you concentrate on the products and services that have made your company successful. **We have made it easier for businesses to focus on what they do best.**



Fulfillment & Distribution Services

Customer Care Services & Call Center:

- Toll-free number for customer communication and sales support
- Reliable and responsive call center
- Professional and experienced staff

Storage/Warehouse:

- Receive product and provide inbound inspection
- Provide inventory control management
- Temperature controlled and secure warehouse
- Monitor and process inventory replenishment
- Provide kit assembly

Daily Order Processing & Shipment:

- Receive orders directly from the customer via phone, fax or email
- Provide pick and pack services for order fulfillment
- Provide boxes, packing material, inserts and labels
- Provide full case distribution and full pallet distribution
- Daily common carrier pickup



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Returns/Exchanges:

- Examine and process returned product
- Customer communication for product return/exchange
- Restock product into inventory
- Reship a replacement product, if necessary

Accounting/Administrative:

- Customer invoicing
- Provide credit card processing
- Accounts Receivable
- Maintain customer and products in accounting software
- Provide monthly sales, inventory and commission reports
- Provide administrative support, e.g., create order forms, design invoices/credit memos

Sales Support:

- Storage and distribution of samples/demos and literature
- Identify customers by territory/sales rep
- Support sales rep with customer troubleshooting
- Process and distribute monthly sales commission reports to sales force



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Basic Fulfillment Process



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Questions/Answers:

- **How do I inquire about a customer order?**
Call our toll-free number or email Customer Service.
- **When does an order ship?**
Most orders ship same day.
- **How can I obtain a sales report?**
Call our toll-free number or email our Accounting department.
- **How often is a physical inventory performed?**
At the end of every month.
- **Is the storage facility a temperature controlled environment?**
Yes.
- **How safe is the storage facility?**
The entire facility is secured.
- **Is the information provided by my customer secure, e.g., credit card numbers?**
Yes, all credit card information is secured in our database.
- **Can we select certain services (a la carte) for fulfillment?**
Yes, we can customize your fulfillment program to best fit your needs
- **Do you provide services for international customers?**
Yes, we have the expertise to ship internationally.

