

# ShipRight

## Order Fulfillment

ShipRight understands the investment you've made in product development, manufacturing and marketing. We provide expert order fulfillment, customer service and logistics as you concentrate on growing and managing your business. With our economies of scale we negotiate volume discounts on everything from boxes and packing materials to freight rates, and pass those savings on to you.



### SHIPRIGHT PROVIDES SOLUTIONS FOR:

- > ECOMMERCE
- > DIRECT RESPONSE
- > CATALOGERS
- > DIRECT MAIL
- > RETAIL
- > AGENCIES
- > DIRECT TO CONSUMER
- > BUSINESS TO BUSINESS

## SERVICES

### E-COMMERCE INTEGRATIONS

ShipRight integrates with all major e-commerce platforms such as PayPal, Amazon, eBay, Walmart, Rakuten, Shopify, WooCommerce, Magento, BigCommerce and many others.

### RETURNS PROCESSING

ShipRight manages returns with the same level of urgency and quality control as the initial order. Our job is to handle them according to your company's business and compliance rules, quickly, accurately and economically.

### ORDER MANAGEMENT

ShipRight offers a proprietary order and warehouse management system, providing real time reporting via a client portal. We are fully integrated with multiple order sources and the most widely used eCommerce platforms in the industry.

### PICK AND PACK

Ideal for eCommerce retail companies, our pick and pack services pull individual items from master cartons on our warehouse shelves and prepare them as needed to label and ship to your customers, saving you time and freight charges.

### CROSS DOCKING

ShipRight can unload and load freight of any type from any carrier. We provide short-term storage as needed in our clean well-managed warehouse, and/or move it onto one of our trucks for final mile delivery.

### KITTING AND ASSEMBLY

We provide a wide range of kitting and assembly solutions to meet our clients' needs. ShipRight manages retail displays, shrink-wrapping and product labeling as needed.

## ABOUT US

ShipRight is dedicated to providing the highest level of customer service to its clients. We listen to and partner with our clients, work hard to exceed their expectations through every interaction, and always stand behind our promises. Our experienced and committed team takes great pride in what they do and our goal is your success.

We offer a broad array of services including **order fulfillment**, **contact center** and **final mile delivery**. These can be utilized as stand-alone services or fully integrated to meet your needs.

Benefit by leveraging our investment, infrastructure and experience so you can focus on the growth of your business. Contact us today and see how we can help you save time, money and stress.

### Drew Graham

*President and Founder*



The former COO of Talk America, a Maine direct marketing success story in the 90's with revenues over \$100MM, Drew has deep experience growing businesses and delivering outstanding customer service. He founded ShipRight in 2000, and has been at the helm of its remarkable growth over the past 20 years. Drew graduated with honors from Massachusetts Maritime Academy in 1983 and his varied sea-going experiences included active participation in the first Gulf War.

### Todd Flaherty

*Executive Vice President and Partner*

Todd began his career as a financial analyst with Digital Equipment Corporation and then joined DHL Worldwide Express in global sales and operations. After 7 years with DHL he relocated back to Maine and helped finance and start ShipRight with Drew. He was responsible for two additional start ups during that period of time, Pinnacle Marketing, a direct response company, and Acadia Credit Card Processing, a merchant processing re-seller. Todd graduated from Babson College in 1986 with an honors degree in Finance.



## “ AN ADVANTAGE OVER OUR COMPETITORS

We are very pleased with our partnership with ShipRight. They give us the ability to compete in today's competitive e-commerce landscape, allowing us to scale up and down rapidly in response to market conditions. The business models of today require a lean and flexible business and our partnership with ShipRight gives us that advantage over our competitors.

**Norman Ng**

Founder and President  
iSaveTractors.com

## DELIVERING AND PROVIDING SERVICES FOR:



FedEx



wayfair



LOWE'S

BED BATH &  
BEYOND

