

# ShipRight

*Our goal is your success*

We understand excellent communication and attention to detail can make the difference between success and failure. At ShipRight we bring a unique blend of personal care and hard work in support of our clients' business, earning their trust and satisfaction every day.



## 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.



## CONTACT CENTER

For over 20 years, our clients have trusted and relied on ShipRight for their outsourced call center solutions. Using state of the art technology, our 100% US based representatives engage your customers via phone calls, emails, chats and social media. Our well-trained professionals place orders, answer questions, up-sell products, save cancellations, resolve disputes directly and if needed, guide the returns process.



## FINAL MILE DELIVERY

ShipRight's experienced drivers and fleet of clean, new model trucks can deliver any bulky item to residential and commercial addresses. These can include furniture, housewares, appliances, as well as sporting, medical and outdoor equipment. Primarily supporting eCommerce Merchants and Marketplaces, ShipRight ensures quality control while engaging customers prior to, and throughout the delivery experience. ShipRight offers various service levels from simple curbside delivery to complete White Glove in-home set up.

## 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.



## “ TIMELY AND ACCURATE

The team at ShipRight has been great for us. They have supported our multichannel expansion through their logistical know how, enabling us to stay focused on growing our brands. Throughout the shipping, fulfillment, and customer service process their data has been timely and accurate, and the team has been responsive and dependable.

**Justin Featherman**

President, N. America  
American Global Health Group

## DELIVERING AND PROVIDING SERVICES FOR:



FedEx



wayfair



BED BATH &  
BEYOND

