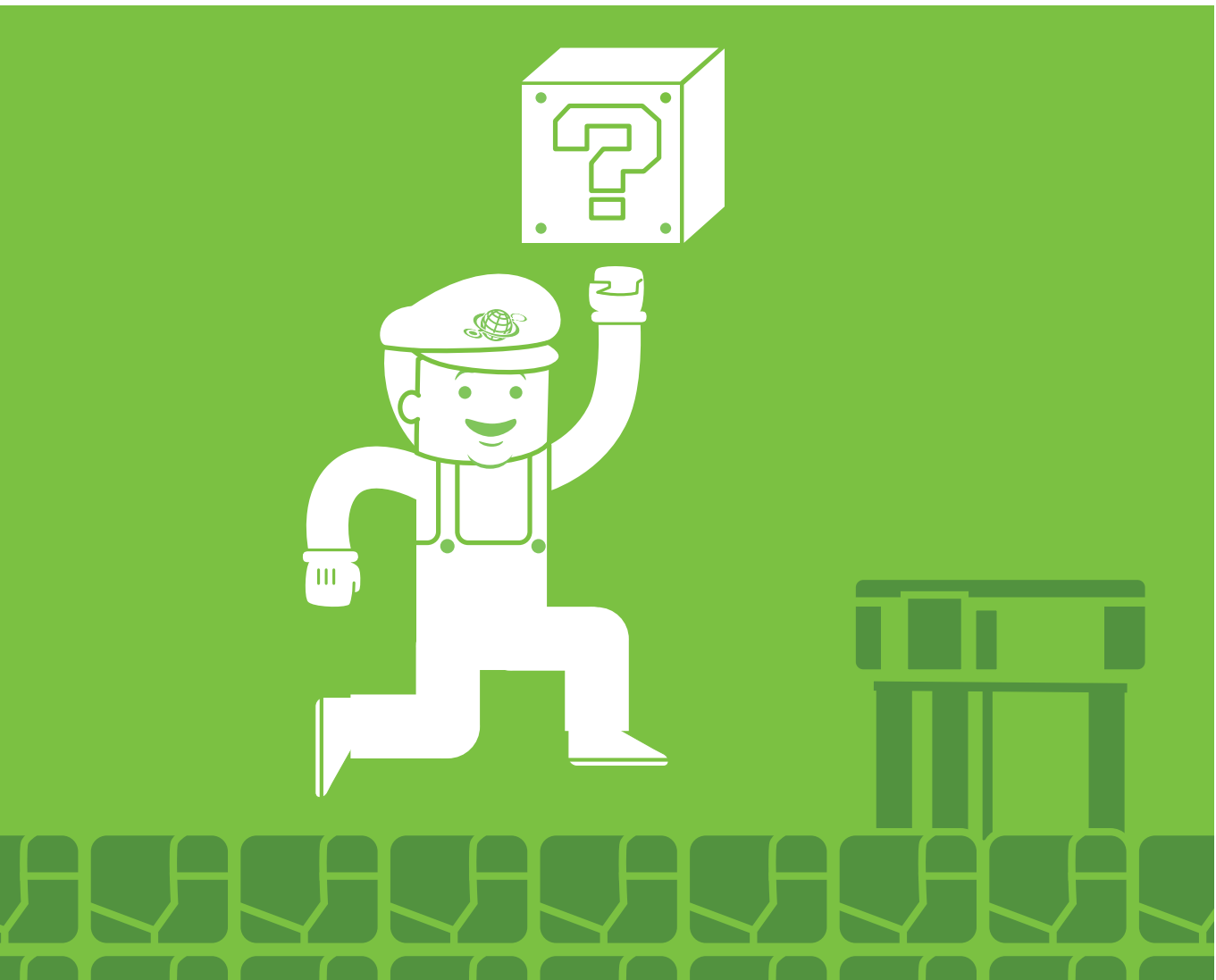


# WAREHOUSE OUTSOURCING

*Sending your goods to a hotel has never been this easy!*



# WE WELCOME YOU TO OUR FIRST-CLASS HOTEL!

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## OUTSOURCE YOUR WAREHOUSE AND GET MORE ROOM FOR WHAT YOU ARE REALLY GOOD AT

When you outsource your warehouse and order management functions, this affects several of your company processes. Business processes are often developed over years, and they affect the way your customers experience your service.

Thus, we need to clarify how your warehouse can work optimally on a daily basis. The clarification will give you valuable insights and ease your mind, and ensure safe outsourcing. Below, we have listed a number of areas, which you should take into consideration. Please feel free to review the areas with us.

### PAY FOR THE EXACT SERVICE YOU NEED - NOTHING MORE AND NOTHING LESS

We can handle the entire process, from beginning to end. For example, we can pick up your goods from the manufacturer, supplier or your own warehouse.

We can ship to and from all countries all over the world – and deliver all the way to your shop or to the end user's doorstep. Together, we will find the exact service combination you need.



# WAREHOUSE OUTSOURCING MEANS CHANGES

Once you have outsourced your warehouse to us, you cooperate with a professional 3PL partner. This differs from operating your own warehouse. You will have to prepare everyone for using the agreed business procedures, meaning that you no longer pick up the phone and call your Warehouse Manager in order for him to check a certain stock position – now, you get updates directly from the system. This gives you the opportunity to focus on your core business and take advantage of our experience in terms of warehouse operation.

## SUPPORT FROM THE ORGANISATION?

Outsourcing your warehouse operations will affect several functions in your organisation. You will communicate with Prime Cargo, rather than with your own colleagues. This may include:

- The purchaser, communicating about incoming orders;
- Customer Service, monitoring outgoing orders and changes to agreements;
- The Financial Department, assessing investments and needs data;
- Production, overseeing capacities;
- The Supply Chain Manager, ensuring the overall flow.

## NOT JUST A QUICK SOLUTION

It takes time to ensure that all processes have been transferred successfully to Prime Cargo. Together, we have to agree on the following:

- How would you like to manage your incoming goods?
- Special requirements for the pick and pack of your goods?
- How would you like to distribute the goods?
- How are we supposed to handle return flows, if any?

## WILL PROCESSES BE AUTOMATED?

We are capable of providing full integration with IT support for all processes – or, in other words, the entire process from goods reception, through pick and pack to delivery and options for goods return. This requires that we agree and test the interfaces between your systems and ours. In particular, in order to identify how we handle exceptions and deviations.

## DOES THE OFFER MATCH?

If the subsequent operation does not match the data and scenarios used as a basis for Prime Cargo's offer and the implementation of your warehouse activities, we could face additional costs and operating challenges. The more exact you describe the requirements for your warehouse outsourcing, the better the solution we can provide.





## WHAT SHOULD YOU CONSIDER BEFORE OUTSOURCING YOUR WAREHOUSE ACTIVITIES TO US?

### *Goods reception*

- How is your goods reception currently organised?
- How do you manage your item numbers?
- How are your goods marked? Do you use bar codes?
- What are your picking units?

### *Order processing*

- What does your order flow currently look like?
- Can you generate .xml files for incoming, outgoing and return orders?
- How do you manage individual order requirements, e.g. gift wrapping, receipts or requirements from the final recipient for marking, packaging or delivery?
- Do you have goods that must always be picked together, e.g. pillowcase with pillow or LED bulb with lamp socket?
- Do you have special requirements for packaging or wrapping?
- Do you have special requirements for delivery notes?

### *Stock management*

- How do you currently manage your stock?
- Do you have special inventory requirements?
- How do you handle upgrades and downgrades?
- How reliable are your master and order data?

### *Distribution*

- Do you have special requirements for distribution of your orders?
- Do you ship goods outside the EU? Do you have subsidiaries outside the EU?

### *Integration with Prime Cargo*

- How automated would you like your warehouse activities to be in the future?
- Can integrations, if any, be handled by your internal IT department, or do we need to cooperate with an external supplier?
- Who will be responsible for implementation of the solution?
- Who will be responsible for operation of integrations?
- Which KPIs are important to you?

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