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## 3<sup>rd</sup> Party Warehousing through Exalt Fulfilment

Exalt fulfilment offers a range of Warehousing, Fulfilment, e-commerce, and distribution solutions dedicated to providing an integrated stock management and order fulfilment service that drives growth, reduced costs, high customer service levels, and complete customer control.

Exalt Fulfilment can handle all your Supply Chain needs, from providing integration with any web, e-Commerce or business to business sales platform through to storage, pick, pack, despatch and delivery, even dealing with returns and excess stock. The services provided are entirely integrated, thus allowing you to simply manage your online presence or confidently exploit all sales channels available to you.

Exalt Warehousing and Fulfilment services allow you complete access to stock and delivery information at all times which streamlines your ability to manage both your customers and your business.

Some of the key benefits:

- **Maximises sales without the worry of managing your fulfilment requirements**
- **Improves supply chain efficiency by utilizing specialist supply chain solutions**
- **Minimises costs by shared use of modern customized facilities**
- **Fulfilment software which integrates seamlessly with your IT systems**
- **Provides total transaction visibility and regular stock and order reports**
- **Flexible dispatch schedules including customer demand for same day despatch**

Exalt offers a unique integrated combination of in-house custom built software, modern, purpose-built warehousing and using a comprehensive freight despatch network to ensure all customer requirements can be met under one seamless solution.

### Let us help improve your bottom line

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At Exalt Group, our advanced in-house IT capability enables a:

- **Choice of a simple stock management and ordering solution through to bespoke system development to meet your individual business needs.**
- **Seamless integration to your existing administrative systems (e.g. accounting and inventory)**
- **Single access point to manage sales through lots of channels (online - Website, Auction Site and retail outlet)**
- **Inclusively priced, fully supported IT development through implementation and beyond**
- **Ongoing technical support to meet your changing needs as we help you grow**

We can also give guidance on how we can help you grow your online presence through partnership with a supply chain solution specifically designed to understand and meet the needs of e-Commerce customers.

#### **Exalt Group Pty Ltd**

Logistics and Supply Chain consultancy services • Customised 3<sup>rd</sup> party warehousing and distribution  
National Freight Management Services • Software development, web and e-commerce solutions  
ABN: 90 123 551 057 ACN: 123 551 057



## **We manage a Solution for you every need**

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On receipt of your orders, Exalt pick, pack and despatch your products

Whether you need Exalt's help to maximise your sales potential, you have outgrown your existing fulfilment service, are looking to outsource your operations, or need a specialist to manage your stock processes, Exalt Group can offer you a solution.

Exalt can also help you with one-off product launches, product distribution, product assembly no matter how big or small, and kitting for local or national distribution.

## **We offer Complete End-to-end services**

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On receipt of your orders, Exalt pick, pack and despatch your products using a range of reputable freight providers offering a range of impeccable delivery services.

Exalt Group can also provide a range of added-value services to meet your businesses individual needs. These options may include branded packaging, labelling or rebranding, inserting brochures and gift-wrapping solutions.

Despatch options include the full range of freight carriers including TNT, TOLL, POST LOGISTICS, BONDS, BLUE STAR and many others. Exalt can also offer worldwide services, including express international, as required. All you need to do is drive your sales, forward your orders and Exalt will take care of the rest.

Exalt also offers a full range of Import and Export solutions through our reputable service partner. We offer a full door to door service from manufacture to customer delivery, all reported on a single invoice.

## **Tracking and Reporting Stock Movement**

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Exalt's, Warehousing, Fulfilment and e-Commerce services possess sophisticated reporting capability as standard. The status of individual orders can be tracked from the receipt of the order, through the Pick and dispatch process through to Track and Trace capabilities of our carriers. Exalt can customise a range of management reports showing key performance indicators for the entire fulfilment process.

These unique services allow you to have full control and visibility of your stock and orders status to drive and support your sales requirements.

## **We Can Manage Your Stock**

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On receipt of deliveries from your suppliers, Exalt perform a range of services, from receipting, quality assurance checks, location of product and potentially re-boxing.

Exalt and its supply partners can manage your customs inspections, container returns and all unloading and receipt processes. We offer a full and comprehensive description of stock condition, amounts received, photos for website uploads and all product descriptions you need to support your online or traditional trading.

## **We Integrate with Your System**

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If you already have e-Commerce or sales order processing systems Exalt can integrate them with the Fulfilment solutions. You can choose from a range of integration options, from simple order file management through to a full systems, development and integration.

Alternatively, if you don't have a stock control or sales management program Exalt can assist in the design and implementation of a program to meet your specific individual business needs which integrates seamlessly into your current administrative systems.

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## Why choose Exalt Group

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- Exalt are a company focussed on customer service and satisfaction
- Exalt are industry recognized as an outstanding provider of Pick pack and freight solutions for customers with unique or challenging product profiles.
- Exalt offer a wide range of services, and will be able to provide a tailored solution that is perfect for your needs.
- By integrating your Warehousing, Fulfilment service and freight solution, you will be able to offer the best possible experience for your customers, whilst remaining in control of your business direction.
- Exalt can provide you with a single invoice for your entire International and domestic freight needs, storage and pick charges all under one roof. Giving you more time to spend on sales and driving your business forward.

If you'd like to know more about how Exalt could help with your e-commerce, Warehousing and Fulfilment needs, [contact us](#)

## How much will these services cost ?

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Exalt's e-Commerce, Warehousing and Fulfilment services can be tailored to your businesses individual needs.

Exalt's pricing is individual to all customers. What you are charged depends on factors such as:

- Simple or bespoke product set up and maintenance processes
- Number of product lines
- Amount of stock held
- Use of added value services such as inserting, kitting, branded boxing, gift-wrapping
- Quality assurance checks on incoming stock
- Size and type of business
- Budget
- Order turnaround

Exalt does not compromise the services offered, to undercut cheap backyard providers. Exalt Fulfilment currently manages customers who vary in size from 2 pallet spaces to more 1000, 5 orders per week to 1500 orders per week. The services remain cost effective to all sizes and types of business and are more affordable than you may think

If you'd like to see how your business could benefit, [contact us](#) now and find out how much our end-to-end services could help you.

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## Frequently Asked Questions

### 1. How quickly can you set me up with these services?

This varies depending on the complexity of your business and the services you require. Exalt endeavours to implement customers as quickly as possible. This ensures as little disruption to your business as possible. Exalt normally have a planning and implementation stage prior to a customer's arrival which can take a fortnight although we can have you in and trading within 1 WEEK of signing the contracts.

### 2. Can you ensure that the transfer to Exalt Group will not affect my business?

Exalt have developed a detailed implementation plan taking into account customers specific business needs. Our logistics team will guide you through the implementation process and our dedicated Customer Service team can help with specific Warehousing and Freight enquiries after commencement.

### 3. Can Exalt Group cater for my diverse range of products and delivery requirements?

Exalt group is specifically designed to meet the needs of customers with a diverse product range and a range of delivery requirements from home delivery to business to business delivery. We can offer all services from small pick pack options, through to large and bulky items including furniture through to full pallets.

We call the can on our range of Freight providers to customize the best and most cost effective freight solution for you and your customers.

### 4. How much does it cost to use Exalt Group services?

The cost depends on the type of solution you need, the number of movements you make per week, and type of freight solution you choose. By utilising a shared-user 3rd party facility, which is designed to be a lower cost solution than managing your Fulfilment in-house, we keep up-front and ongoing costs to a minimum. If you want to find out more specific information of our general costs please contact us for further information

### 5. Customer satisfaction is important to me. How will you ensure that my customers get what they want?

When you sell an item to a customer, you're also making a promise to deliver that product quickly and securely. Obviously you can't hand the item to them personally but we can. It is our goal at Exalt group to ensure your delivery promise while you stay in control of the process every step of the way.

Our nationwide despatch and freight network is the cornerstone of our reputation, meaning we can ensure that your orders will reach your customers quickly, safely and securely. And with access to real-time reporting and automated customer communications, you and your customers always stay informed.

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**6. How much visibility will I have of my stock and movements?**

Exalt Group provides a range of customized daily reports to all customers. Part of the service includes order management, order processing, dispatch and delivery information which gives you instant access to key management information.

**7. Does Exalt group offer same day dispatch options?**

Yes. Orders received up until 12:00 pm can be despatched the same day. This means you can offer next day delivery to your customers if required. Alternatively though the majority of orders are dispatched within 24 hours of receipt of your order to ensure costs are kept to a minimum.

**8. Does Exalt Group offer any added value services to meet our specific customer needs?**

Exalt Group has a range of services available to assist you to ensure your customer has the best possible experience when dealing with your business. We pride ourselves on being able to source and implement specific and creative customer requirements. If you are unsure, we would be happy to discuss your particular requirements in more detail.

**9. I need to bring my products into Australia; do you offer international freight options?**

Exalt Group can provide a full range of import and export services including freight forwarding and container management through our reputable service partner network. Why not allow Exalt Group to handle your freight door to door from manufacturer to the consumer? All reported on the one invoice!

**10. I'm interested in warehousing in multiple states; Can Exalt Group provide interstate warehousing?**

Yes, Exalt Group currently has access to 7 warehouses in NSW, VIC and QLD. We can handle all your business requirements in Sydney, Melbourne or Brisbane.

**11. Do you have a minimum number of pallets to access your services?**

No, whether you are a start up business with 2 pallets of stock, through to a multi national company looking to out source your complete supply chain department, Exalt Group can tailor our services to your individual business needs at industry competitive rates.

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## I'm interested in these services with Exalt Group - what do I do next?

[Contact us](#) and we will start to look at your requirements with you. One of our Consultants will be more than happy to discuss your individual business needs and assist you through the quoting and implementation process.

### Contact Details

David Anderson  
Business Development Manager  
Exalt Group Pty Ltd

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Wetherill Park  
NSW, 2164

Ph: (02) 9659 1550  
Fax: (02) 9756 6993

Email: [David.anderson@exaltgroup.com.au](mailto:David.anderson@exaltgroup.com.au)  
Web: [www.exaltgroup.com.au](http://www.exaltgroup.com.au)

### Warehouses:

NSW: Victoria St, Wetherill Park  
NSW: Bushell Place, Wetherill Park  
NSW: Botany Road, Botany  
NSW: Hale St, Botany

VIC: Sara Grove, Totenham

QLD: Grevillea Place, Eagle Farm  
QLD: Nudgee

WA: Forge Street, Welshpool

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