

## In Summary

Net Lynk provides a range of distribution procedures which cater for local, national, and international requirements. These options are flexible to cope with a customer's demand for smaller, more frequent deliveries or to meet the needs of Just-in-Time production schedules. Depending upon the size, weight and value of the goods, Net Lynk offer different formats of despatch ranging from a postal style letter box delivery option, through to time window delivery and/or swap on doorstep capability.

Net Lynk's modern facilities are at the forefront of technology to help you to acquire, develop and manage your customers. We monitor technological trends to evolve our broad portfolio of services to help you maintain your customer database; furthermore, offering a sales support and helpdesk we are able to represent our customers in a dedicated and professional manner.

We act as a warehousing and storage partner for anybody who has a direct relationship with a particular equipment manufacturer, in the form of owned or consignment stock. By understanding your company's needs and desires, we'll advise on a fully customised solution to improve your supply chain.

We hope that this brochure has given you an Overview of the services here at Net Lynk, we have more specific individual brochures for download or posting so please feel free to call us on 01675 466 555 email us or visit our website at [www.netlynkdirect.com](http://www.netlynkdirect.com) for any further information you require.



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**Established in 1999**, Net Lynk is now one of the UK's leading providers of bespoke fulfilment, customisation and distribution solutions. We are privately owned and proud to have grown year on year since the inception of the business. By catering for a wide range of vertical markets, we now have tailored solutions which include warehousing, logistics and distribution systems. We have over 100,000sqft of warehousing which is conveniently located next to the Midland Motorway Network for effective and efficient logistics.

An integral part of our business infrastructure is our call centre management, and the warehousing and distribution of client-owned stock. We provide a single source for all fulfilment needs. Supporting business-to-consumer clients, we receive stock in our distribution centre, verify shipment accuracy, unpack, inspect for damage and generally stock for sale the same day. We then pick, pack and ship the customer's order.

Net Lynk also offers a full-scale, client-specific reverse logistics program, linking all returns processing to our inventory /stock management system. Returns are entered to the system upon receipt of the product, at which time a client-specific set of standards regarding re-stocking and disposal or warranty is applied.

Our experienced work force strives to reach total customer satisfaction by adapting our services to suit your needs with total flexibility.

Whether you are looking for Stock Management, Order Fulfilment, Pick & Packing Services, Customer Support or Design & Marketing Services or a combination of them all Net Lynk can and will provide it.

- ✓ Warehousing
- ✓ Distribution
- ✓ Fulfilment
- ✓ Lifecycle Management
- ✓ Customisation
- ✓ Creative and design Services
- ✓ I.T Services
- ✓ E-stores
- ✓ Storage

Net Lynk operates a modular approach to all our services. Pick and mix your solution package...or completely outsource your processes

Our customers have helped us to understand the ever increasing demand for a single integrated source of sophisticated fulfilment, customisation and distribution.

As a result of our flexible approach we've strengthened relationships with many of the UK's largest organisations including Internet Service Providers, Telecommunication companies, Utilities and Online Retailers. Here at Net Lynk we recognise that every customer is unique, In fact, many clients choose to completely outsource their whole customer management process with Net Lynk.

A major cost for many businesses is its stock and where this is kept.

Utilising our warehouses linked to our sophisticated on-line ordering system, Net Lynk can offer a variety of solutions for all business sizes. We can take delivery of your products or printed matter and store in one of our vast secure environments. Each product is stored into its own location and recorded on our system. Detailed stock enquiries can be made or orders placed via our on-line facility. We can alert you when you are running short of stock to ensure your stock is rotating efficiently and will help to keep wastage and storage costs down to a minimum. Linking with the on-line ordering facility means that your customers order would be picked and packed within an agreed response time using the appropriate packing materials. It is then shipped, normally same day, via our network of couriers or postal services, from whom we enjoy excellent rates to help keep your Postage and Packaging cost down.

We can make sure you are 'green' and fulfilling your carbon footprint requirements by destroying and recycling most materials if they have reached the end of their 'shelf life' or you no longer require them to be stored.

Net Lynk believe that outsourcing the storage and management of your stock should not affect the control & visibility of your product set – Our systems create a virtual warehouse so you know what stock you have & where it's located at any time.

Whether your goods are stored and distributed locally, regionally, nationally or internationally, Net Lynk will



develop an inventory management program to meet your specific needs. Our experienced personnel will work with you in planning, managing and implementing all aspects of a comprehensive supply chain program. We have numerous Scalable Storage Options, whether your needs are for expanded capacity, or you are just getting started in outsourcing your materials, we'll customize a program to meet your requirements.

We are totally flexible to your needs, so you only pay for the space you need... when needed. Our online inventory control system provides you with real time inventory tracking via the Internet that is available 24/7/365. Your transactions and inventory data are safe and secured with by a state-of-the-art firewall, housed in a climate-controlled, password protected environment. It is only available to password designated personnel at assigned levels.



Net Lynk also offers the services of an international design house, comprised of ICT, graphics, marketing and innovation specialists, to define and enhance the customers' ideal online experience. Our highly skilled in-house designers and developers can implement a functioning, dynamic e-commerce facility based on your content management requirements and a selection of hardware and accessories. Whether you'd like to completely rejuvenate your brand we are able to help you design your packaging, cds, even down to your welcome letters, or completely re-develop your e-commerce website, your eye-catching site will be highly regarded and trusted by your customers. By understanding your company's needs and future aspirations, we'll advise on a fully customised solution to ensure seamless supply chain processes.

Net Lynk's warehouses are supported by Electronic Data Interface (EDI) technology links that are capable of supporting volume transactions for provisioning data, status reporting, stock management and consignment tracking. We've enabled stand alone support systems

for customers order management and technical support desks that interface directly between front and back office agents and Net Lynk's warehouse operations. Developed in-house, our established suite of responsive and elaborate systems ensures total visibility of the consignment, from sourcing to deployment.

Net Lynk are constantly looking to improve potential opportunities for our customers. We now have a proven well tested ecommerce solution for our customers in order to provide them with a mechanism to take full advantage of all accessory and equipment sales to their customers via the internet. As part of the commitment to keep customers updated with the progress of their orders, various customer communications are provided at key points of the process including point of order, payment processing and point of despatch.

We also understand that these sites need to look seamless as if they were your own, with our in house development team these requests are instant and we can have your site integrated within the day.



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