



## SYKES Fulfilment

As experts in fulfilment, SYKES has been providing specialist handling, storage, and distribution services for over 30 years – providing real solutions, for real people.

Offering a comprehensive range of integrated fulfilment services, we are fully equipped to handle every stage of the process – from the initial customer enquiry, right through to handling and dispatching orders, delivering promotional campaigns, kitting and assembling orders, and processing product returns.

We act as a natural extension our client’s businesses, freeing up valuable time so they can concentrate on their core business operations.



### Services

Order Fulfilment



Kitting and Assembly



Returns Handling



Campaign Management



Enquiries and Order Management





## Enquiries & Order Management

We take care of every step of the enquiry and order handling process, including online, phone and other channels.

As well as handling customer orders, we also provide a range of payment processing, risk management, and financial reporting services.

Our systems integrate with client online and ERP platforms for complete inventory and order management automation.

## Order Fulfilment

Once orders have been placed, it's vital that they are handled smoothly and efficiently. As the fulfilment engine for a wide range of businesses, both online and offline, we provide a seamlessly integrated service.

Our processes and quality systems ensure orders are picked, packed and shipped accurately, and our extensive carrier partnerships assure on-time delivery to locations around the world.

## Campaign Management

Managing marketing campaigns on behalf of clients gets the pieces they promote into the hands of customers across the globe.

From sample and trial packs to promotional mailings, we always collect valuable feedback and data to improve processes and outcomes. We also offer packaging design consultancy, to optimise shipping and handling costs, high quality production of low volume, single and full colour documentation, as well as media duplication.

## Kitting and Assembly

We have extensive experience in providing complete kitting and assembly services tailored to each client's individual needs.

Our capabilities cover the hand assembly of components to finished goods, with cost-effective, high quality solutions for small and large production batches, including ESD capabilities.

We assemble products, promotional items and literature packs to client requirements, providing same-day shipping and international distribution options.

Our service includes:

- Rapid response/product customisation
- Build to order/make for stock
- Batch/serial number control
- Semi-automated production lines
- Product shrink film wrapping

## Returns Handling

For all businesses, having an efficient and effective returns process is crucial for delivering the right customer experience and maintaining positive relationships.

Our flexible, end-to-end service enables fast and cost effective returns handling, including inspections upon receipt, categorisation and isolation, diagnostic checks, and the issue of refund or replacement.

