

Fine Print



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News Services People

SPECIAL ISSUE: A Closer Look at Fulfillment Services

Courier Fulfillment Services in North Chelmsford, MA, simplifies order fulfillment for publishers. They process orders quickly without tying up resources, giving publishers the competitive edge to stand out in the marketplace.

Courier
FULFILLMENT SERVICES

What Courier Fulfillment Does Best

“We provide a wide range of order fulfillment services to Courier’s book publishing customers,” says Barry Cleghorn, Customer Satisfaction Manager at Courier Fulfillment Services. “We focus primarily on small to mid-sized publishers, and we deliver a level of service that the large fulfillment houses offer only to their high-volume customers. We are very flexible, and rush orders are our specialty.”

At Courier Fulfillment Services, publishers with low to moderate order volumes don’t get lost in the shuffle. They get personal service,

guaranteed 24-hour shipping, returns processing, and detailed reporting. While sophisticated electronic ordering is the norm, the phone, fax, and email orders that are critical to many businesses are all speedily processed with the same sense of urgency.

Customers are thrilled with the personal and flexible service that Courier Fulfillment Services provides. Courier serves only book publishers, and publishers appreciate Courier’s understanding of their particular needs. 📦

COURIER FULFILLMENT SERVICES AT A GLANCE

- Order Fulfillment of Books and Other Products
- Personal Service
- Guaranteed 24-Hour Shipping
- Inventory and Backorder Management
- Return Processing and Disposition
- Detailed Reporting
- Custom Kitting & Assembly
- Customized Cycle Count Programs
- Electronic File Transfers
- Catalog Mailings
- International Shipping
- Custom Labels & Bar Coding
- On Demand Cassette Replication
- Shrinkwrapping

Books and More

Books may be paramount, but most publishers also need to ship a variety of products in addition to their books. Courier can help with this. CDs, DVDs, video and audiotapes, posters, sales kits, and promotional packages are just a few of the many items that Courier Fulfillment can assemble, store, and ship. In fact, almost half the products that we handle for book publishers are not books. Courier Fulfillment Services simplifies the complicated task of managing a broad range of different products. 📦



Courier Fulfillment handles a variety of products for book publishers.

SPECIAL ISSUE

RIGHT *from the* START

TIP OF THE MONTH

Will regular delivery arrive by Tuesday? Should I ship this order in separate cartons or on a pallet? How can I get it there on Sunday? How much will it cost to ship a partial now and send the rest later? I need tracking on this one—how should I send it?

Tough questions. Today, there's a variety of ways to move your product, and you really need to be a shipping expert to figure out the best way to ship your order. By making the right choice, you save a lot of money, avoid delays, and keep your customers happy.


Your contacts at Courier Fulfillment Services are shipping experts. As a customer, you have access to their free shipping advice whenever you need it. If you want to know the best way to ship an order, or if you just want to know what your options are, give them a call. They are eager to help you get the most for your fulfillment dollar.

Fulfillment and the Big Picture at Courier

Many small publishers grow quickly because they are more nimble and responsive than their larger competitors. But growth can quickly put pressure on all aspects of their business as a few people try to do it all with limited resources. This is especially true with some of today's complex book products that involve special packaging, other components, and assembly.

Courier Fulfillment Services is the final link in a long chain of Courier services that enable small- and mid-sized publishers to run with the big boys. Courier's six book plants can manufacture the book and all its components. Courier subsidiary

Moore Langen can design and manufacture the packaging, and our Kitting and Assembly operation at Courier Stoughton can procure any additional components and assemble the product. Courier Fulfillment Services can complete the chain by fulfilling your orders. From start to finish, Courier's got you covered.

For growing publishers, outsourcing these resources or developing them in-house can be prohibitively complicated and expensive. Are these resources your bottleneck? With Courier's help, you can easily design, produce and deliver complex products involving books and better compete with larger competitors. 



Your orders are all hand picked, packed and shipped from a dedicated 42,000 square foot warehouse in North Chelmsford, MA.

Courier

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