



News Item

Irish Exporters Association

Tradesupply Create new opportunities to diversify into Order Fulfilment

ParcelPlanet, sister company to Tradesupply, has launched in Ireland and the UK, offering fast, reliable e-commerce fulfilment solutions worldwide, reducing shipping costs for online businesses and allowing ambitious Business brands to grow!

Almost twelve months and three Covid-19 lockdowns later, e-commerce businesses have never been busier but many have really struggled to keep up with demand in terms of product storage and availability and company infrastructures have not been set up to cope. Those businesses who already had fulfilment providers found that they struggled to provide the warehousing capabilities and to keep up in terms of getting orders out quickly and accurately and at a pace with consumer expectation! Deliveries were late, packages damaged and orders incorrect – not something that e-commerce businesses needed when trying to keep their customers happy and getting return business and, more importantly, in terms of building TRUST! Added to that, the chaos caused

Tradesupply Wholesale, Members of the Irish Exporters Association for 5 years, have been providing reliable order fulfilment solutions for e-commerce businesses for 10 years. Mark Greene, Director explains *"Our new company was borne out of trying to find a solution to our own problem. As our Office Products business, Tradesupply Wholesale grew across Ireland and the UK, we moved premises 3 times in 5 years and set up a warehouse in another country. We looked for fulfilment solutions to enable us to focus on growing our business, unfortunately we came up wanting. Too many fulfilment providers we reviewed didn't understand what huge effort and expense it was to win a customer and then lose a customer through poor service. We knew the pain and consequences of poor service and the impact on our brand. Many didn't cater for the service level we expected, and simply thought "we move boxes" as opposed to seeing themselves as being the key piece within great customer experience, retention and repurchase.*

The solutions we wanted weren't there, so we set about creating our own solution which has culminated in the creation of our sister company ParcelPlanet, delivering fulfilment solutions to e-commerce businesses wanting to build a brand and business on great service, setting themselves above the rest, providing what their customers want and not what the market offers"

ParcelPlanet builds partnerships with ambitious brands, expecting and demanding superior service, and pride themselves in exceeding their customer's expectations, people who understand that service excellence comes before the cost to grow a brand and retain customers.

ParcelPlanet offer an automated and superior pick, pack and delivery solutions, late cut off times, seamless shopping cart, inventory, and direct courier integration. With live access to logistics, stock, order, delivery and return. Offering next day delivery in UK and Ireland. ParcelPlanet have the

system honed to provide a seamless fulfilment service for ambitious brands looking to ensure reliable order delivery to customers worldwide. Accuracy and speed are our promise and exceptional customer experience our mantra!

For more information contact Mark Green, Director on 087 6993074 e: mark@parcelplanet.com w: parcelplanet.com