

VENDOR SUMMIT



Our Capabilities





Channel Integration

Technology Platform





Our Team

Supply Chain



Culture



Best in Web Content



Our Giving Model



Customer Experience

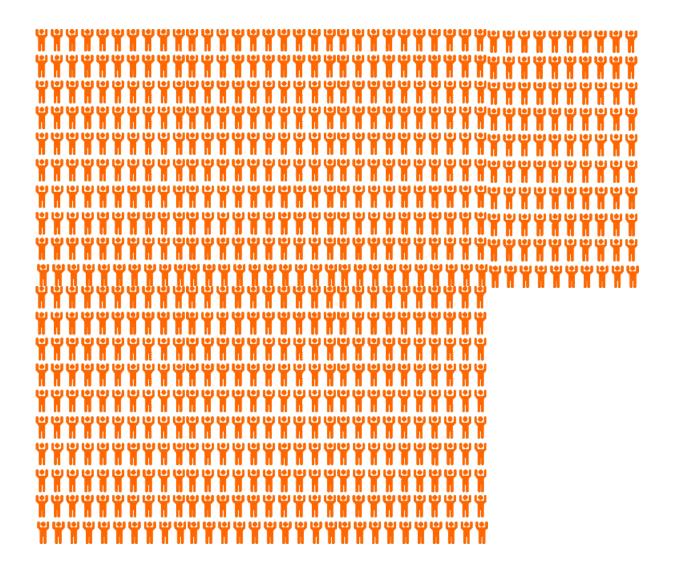


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NOW













Our Team is Focused on You

Our Vendor Team 1 Team member **10 Partners**

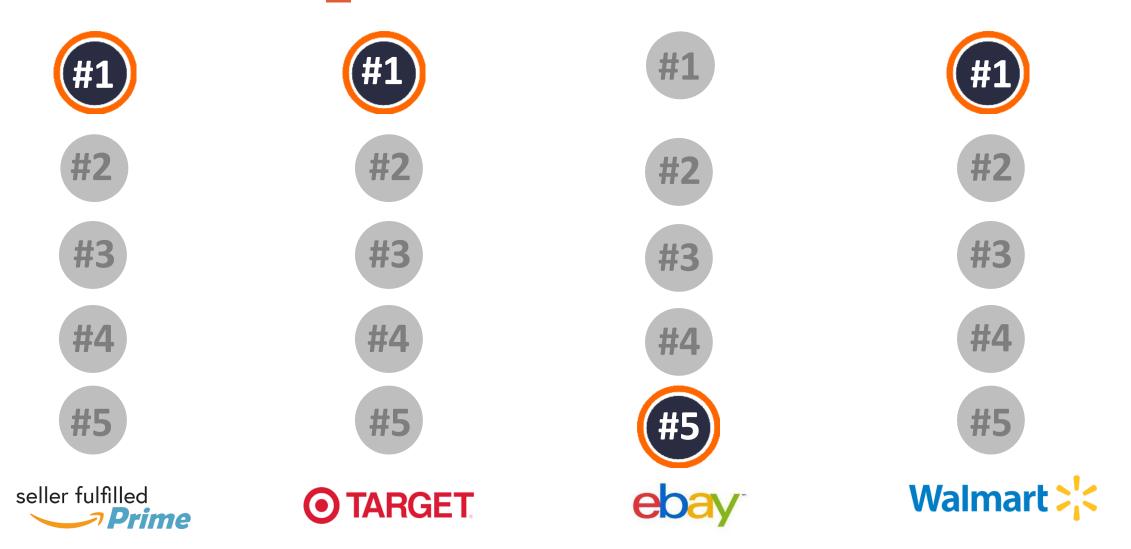
Other Retailers



+100 Partners



Lean Into Our Lead



Lean Into Our Lead

First to Launch



Retail Relationships





Accelerate Your Growth





SEO

- Comprehensive listing review
- A+ & enhanced content
- Optimized product variations
- Attribute management
- Review generation & management

Brand Control & Awareness

- Help your brand set up registration on Amazon store fronts
- Branded promotional
- banners and landing pages

Search Marketing & Promotions

- Cost-per-click marketing
- Product targeting
- Display advertising
- Coupons, brand/category
 Seasonal discount planning

SEO: Content That Matters

Patio, Lawn & Garden > Outdoor Heating & Cooling > Fire Pits & Outdoor Fireplaces > Fire Pits



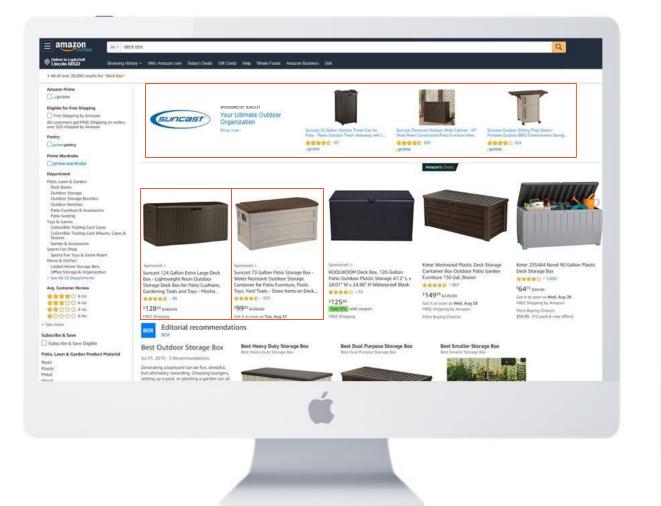
\$26.99	Э		
& FREE	Shipping		
Arrives:	Monday,	Aug. 26	
Ø Deliv 6852		koSoft - Lir	icoln
In Stoo	ck.		
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\$2	26.99 + Fr	ee Shipping	
1	Add	to Cart	
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Have one	to sell?	Sell on A	ma70.0

A+ Content



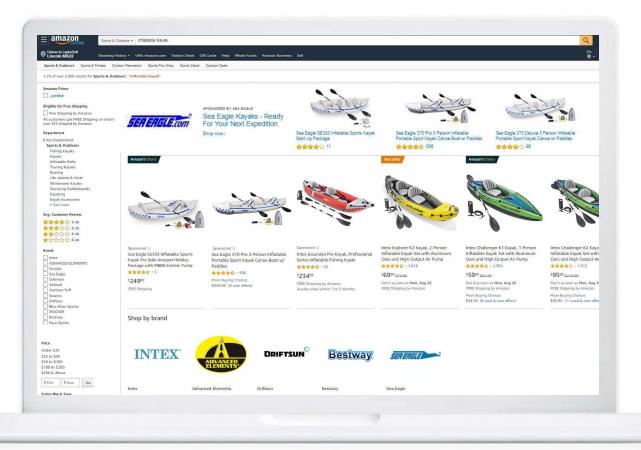
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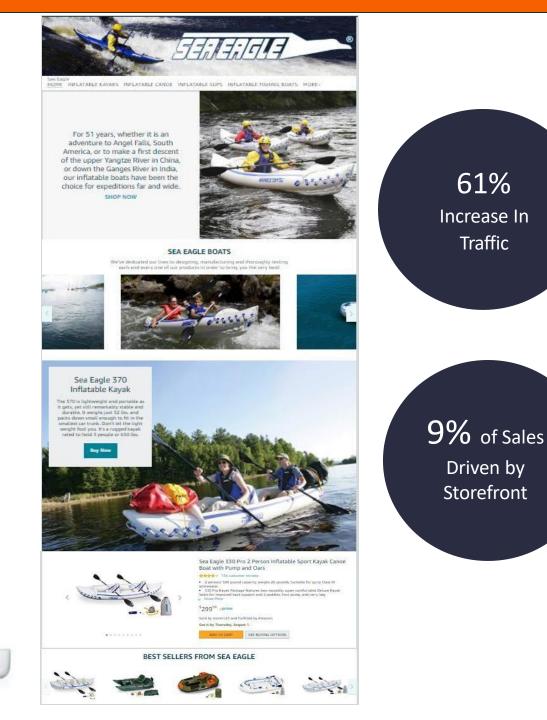
Search Marketing: Cost-per-Click



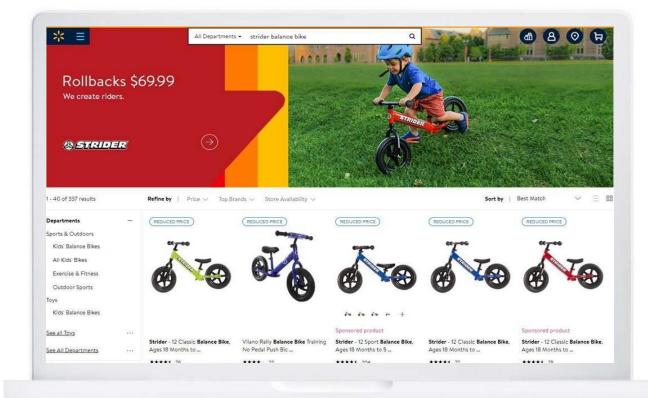
15% - 50% deck box Rul Over 20,000 rest 510 Increase in Your Ultimate Outdoor Storage & Organization Suncast DBW7500 TRV131704 73 Shop now ? GMV Suncast upw / suu 1kv 131/un / 3 Gallon Resin Wicker Patio Storage Box-Waterproof Outdoor... ***** 763 prime FREE Delivery Tue, Aug 27 \$9900 \$146.99 Lifetime 60298 Heavy Duty Outdoor Storage Deck Box, 130 Gallon, Gray ***** 2.024 FREE Delivery for Prime member \$15999 Suncast 22. Gallon Small Deck Box - Lightweight Resin Outdoor Storage Deck Box and... ****** \$3900 \$55.99 FREE Delivery for Prime men

Re-build an engaging brand image across Amazon. Increase brand recognition and traffic.











We create riders

STRIDER

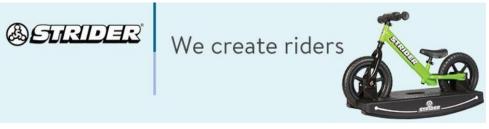




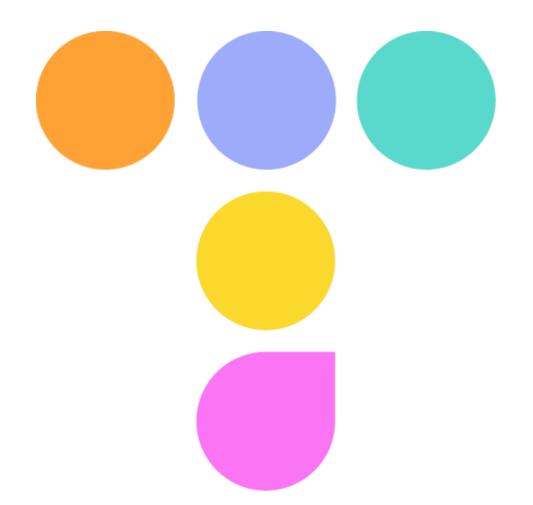
We create riders First they rock, then they ride.



Shop now



Our Technology Toolkit





Catalog

- Vendor and item information
- Marketplace specific product content
- Packaging and organization of listings

- Organize system communications to marketplaces
- Maximize speed and accuracy
- Expand our avenues to sell



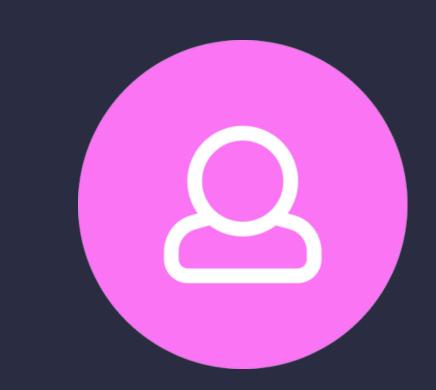
Channels



Supply Chain

- Drive efficiencies in our fulfillment network
- Manage inventory levels and pricing
- Communicate with our carrier partners

- Always on phone and email systems
- Marketplace specific tasks and workflows
- Financially driven representative empowerment



Customers



Money

- Understand and rack every penny
- Estimate future spend
- Drive reconciliation and recovery of everything owed

The future state of Toolkit, and our Technology, involves YOU.

Best-in-Class Customer Experience

Who We Are





Customer Experience

24/7 access to helpful humans Our mission is to ensure your customers have a best-in-class experience with your brand. Best-in-Class Customer Experience

ZeroToOne significantly outperforms channel targets

	Late Shipments	Pre-Fulfillment Cancellation	Defective Rate	Response < 24 Hours
ZERO TO ONE	0.28%	0.22%	0.05%	99.8%
Online Targets	<4.0%	<2.5%	<1.0%	>90%

24/7 365 Access to Helpful Humans

Phone Service

Percentage of calls answered within 20 seconds

Email Service Levels

Percentage of emails answered within 20 minutes

90%

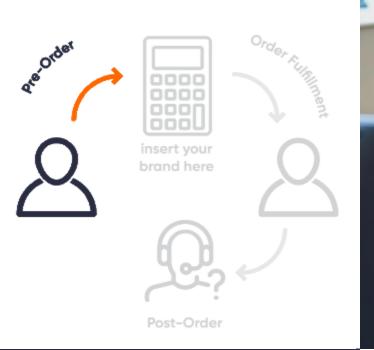


Issue Prevention Team

- Customer Solutions
- Dedicated team to preventing returns, optimizing every piece along our customer's journey, and being an e-Commerce partner with our vendors.



Post-Order





Pre-Order

Customer Experience: Category Expert Team

We've trained an in-house team of experts to deal with category and production-specific questions VendorCategoryProductCustomerManagerExpertsExperts



Order Fulfillment

Data driven – undelivered % caught in 4 hours



86%

Undelivered success % of carrier exceptions addressed within 4 hours



insert your brand here

Post Order

Post-Order

Creative Problem Solving

We hire and equip creative problem solvers to provide excellent service to our customers.



Our Supply Chain Network

Our Network

- Dallas, Tx
- Las Vegas, NV
- Lincoln, NE
- Plainfield, IN
- Savannah, GA
- Wilkes-Barre, PA



Building The Best Solutions

Dedicated Inventory Team + Individual vendor forecasts = Inventory solutions that work for YOU!

The Consolidation of Retail



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Prior to 1980

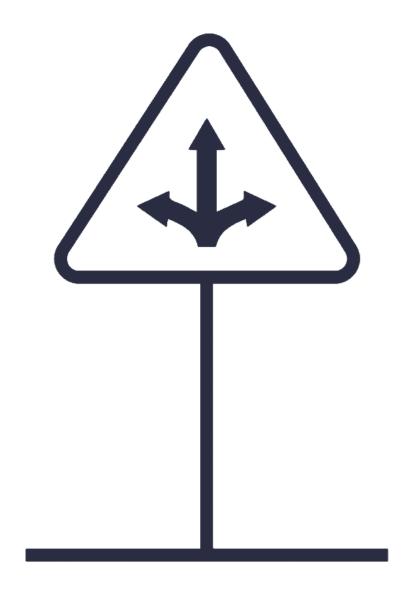
Independent Retail Chains & Mom & Pop stores

1980-2000

The Rise of Mass Retail

2000-2019

The collision of Mass Retail & E-commerce **2020-Beyond** E-commerce First



The Euture of E-commerce for Brands







Maximum Channel Exposure **Delivery Speed**

Superior Product Content

Four Horseman – in the next decade there will be 4 \$100B shopping platforms





Walmart : facebook





\$650B

2023 ecommerce market

85%

Let's Build a Deeper Partnership

Let Us Help You

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Launch on every shopping platform.



80 Engineers

Let Us Help You

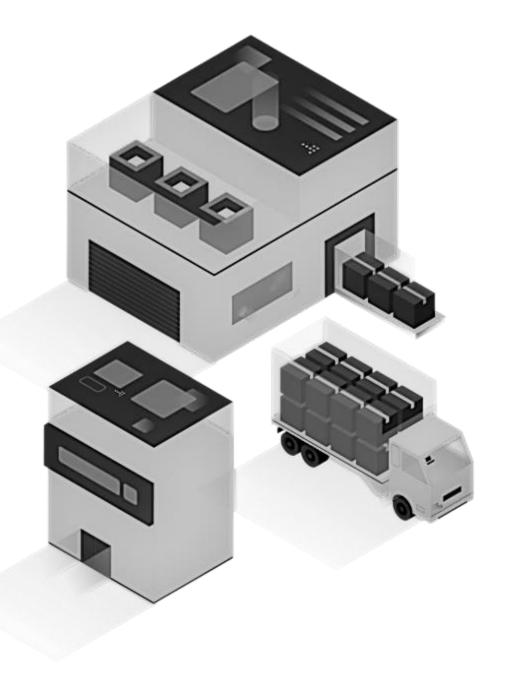
35 person channels team



Let Us Help You

\$52M

Investment in next day delivery since 2015



Closing Thoughts

Our Capabilities





Channel Integration

Technology Platform





Our Team

Supply Chain



Culture



Best in Web Content Our Giving Model Q

Customer Experience

Proprietary E-commerce Platform

