

#### **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**

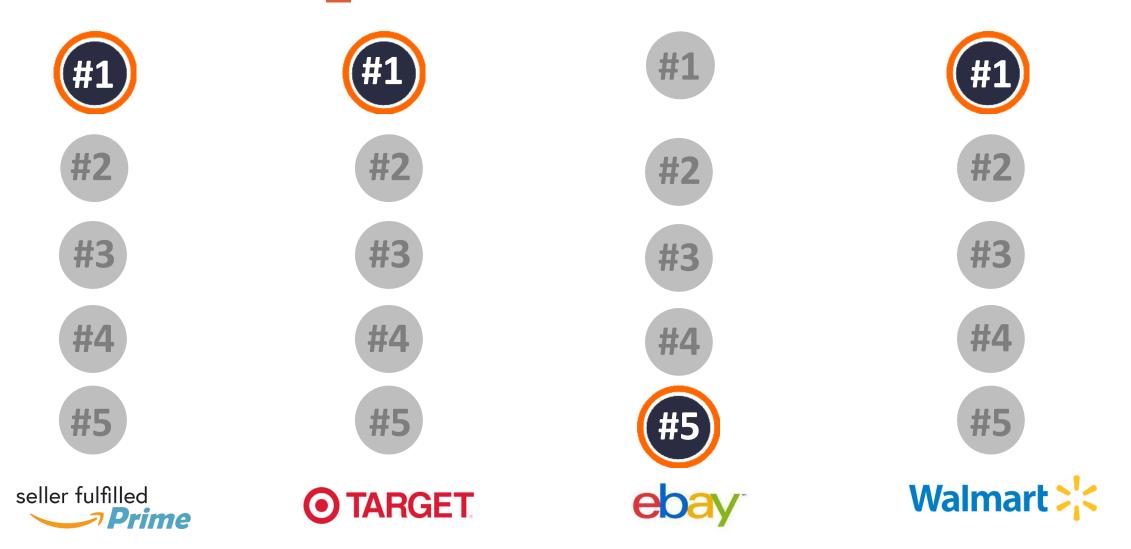
**Other Retailers** 



+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



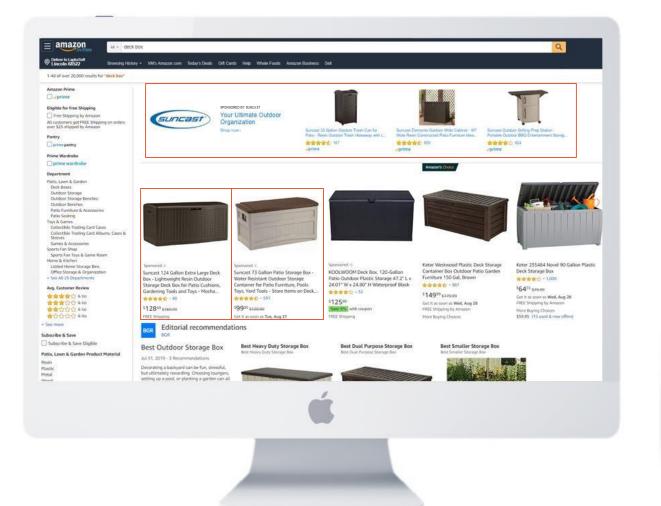
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### A+ Content



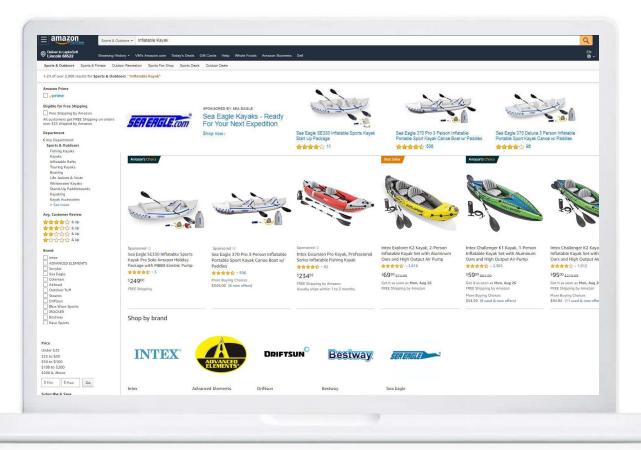
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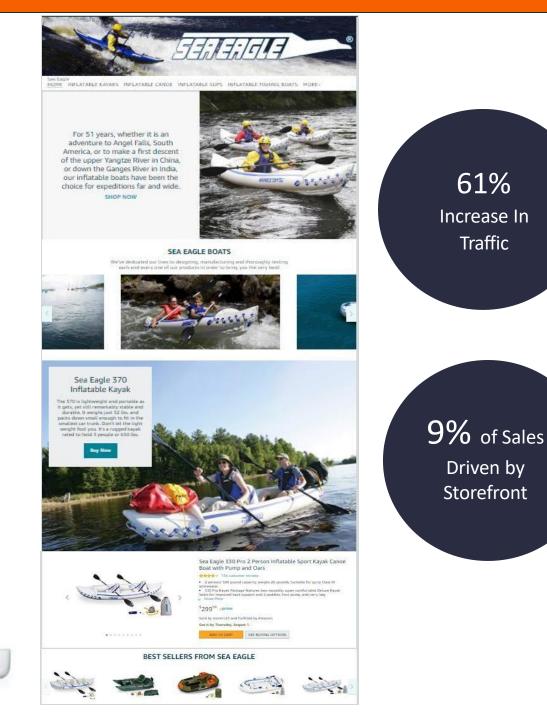
### **Search Marketing: Cost-per-Click**



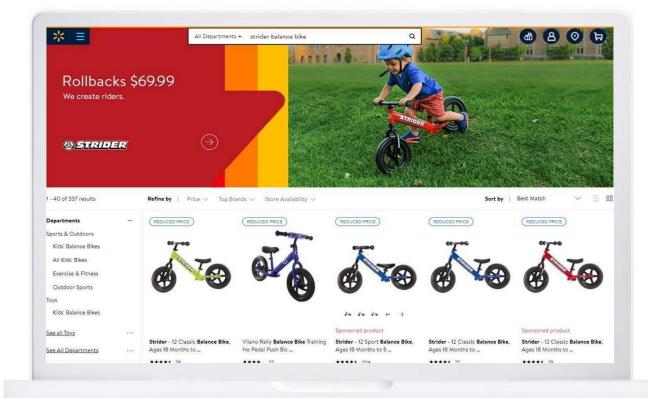
15% - 50% deck box Rul Over 20,000 rest 510 Increase in Your Ultimate Outdoor Storage & Organization Suncast DBW7500 TRV131704 73 Shop now ? GMV Suncast upw / suu 1kv 131/un / 3 Gallon Resin Wicker Patio Storage Box-Waterproof Outdoor... \*\*\*\*\* 763 prime FREE Delivery Tue, Aug 27 \$9900 \$146.99 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**

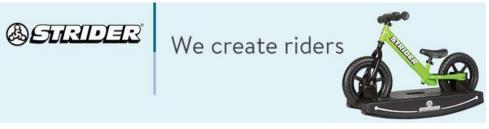




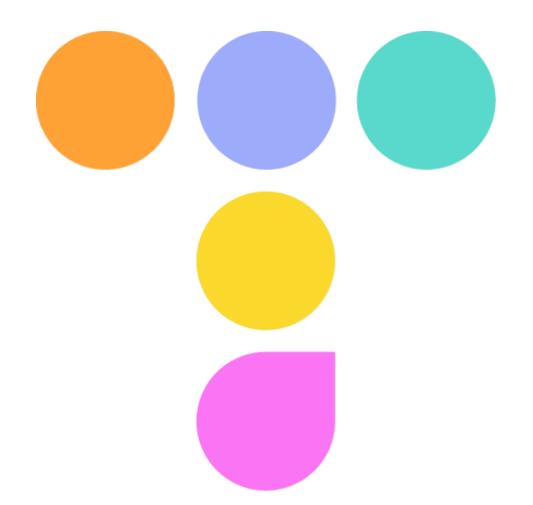
We create riders First they rock, then they ride.



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



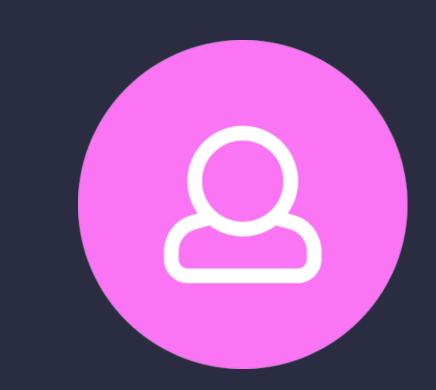
## Channels



## **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%
<b>Online Targets</b>	<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%

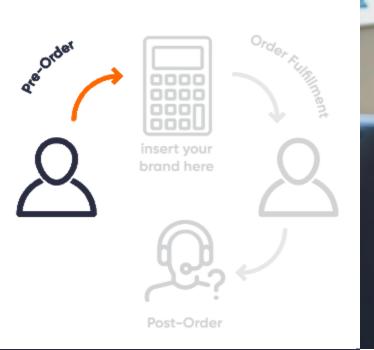


### **I**ssue Prevention Team

- 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

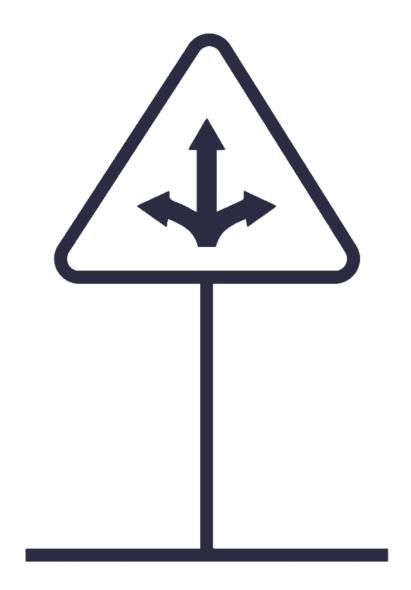
Independent Retail Chains & Mom & Pop stores

#### 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

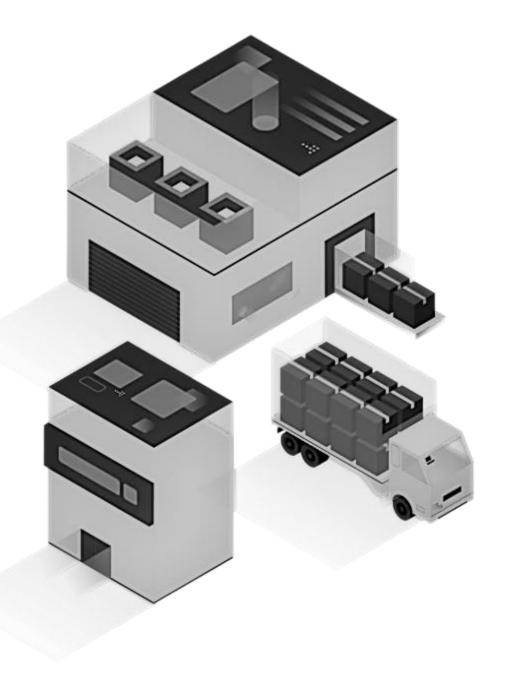
35 person channels team



#### 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**

