



# ROCKPOINT

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# LOGISTICS

▶ The power behind your products.





# Driving Value.

Delivering value by driving down the cost of goods sold—it's the mission that motivates everything we do at Rockpoint Logistics.

At each step from receiving to assembly to fulfillment, Rockpoint Logistics never stops uncovering new and innovative ways to help get your products where they need to go as quickly, efficiently and profitably as possible. So we bring you money-saving benefits like a modular service structure that lets us customize the individual assembly, fulfillment and printing solutions that are best for your business. Tiered pricing that ensures you're only paying for the storage space that makes sense for your inventory levels. And much more.

Our clients' bottom lines are our bottom line, and that's why so many businesses depend on us to keep their supply chains running smoothly and effectively.

## Delivering Value at Every Link in Your Supply Chain

Services designed around—and for—you. At Rockpoint Logistics, our years of experience mean we're able to bring you services evolved from a long track record of meeting the needs of businesses like yours. Here, you'll find innovative solutions to meet your supply chain needs like flexible, high-volume order fulfillment and kit assembly. Cost- and time-saving capabilities like in-house digital printing, multiple storage options and same-day order fulfillment make us a one-stop shop for all your logistics needs.

Our team is ready to work with you and provide fast, accurate and economical ways to get your products where they belong—in your customers' hands.

Our services include:

- Order Fulfillment and Storage
- Kitting & Assembly
- Short-Run Digital Print
- Print on Demand
- Returns Processing
- Inventory Management
- Transportation Management
- Retail Consolidation



# The Rockpoint Difference



There's a reason so many satisfied clients wouldn't consider any other supply chain partner. Formerly known as Kaplan Logistics, we were born out of a cost-center environment, charged with seeking new ways to save money. That same mentality exists today at Rockpoint and sets us apart in three key areas:

## Operations Excellence

Operations excellence begins with a commitment to performance throughout an entire organization. Starting with order and inventory accuracy and continuing to on-time performance and team training, Rockpoint's total quality control program not only prevents errors, it also ensures that each customer receives their product accurately and on time, every time.

In order fulfillment, our quality controls monitor the integrity of our clients' data all the way through the fulfillment of each order. Our warehouse management system performs automated quality control checks on all order streams to ensure data consistency and accuracy. In addition, each product stored in our facility has an electronic footprint, captured at the time of receipt. All orders are systematically verified against the product footprint for weight and accuracy before reaching their final staging locations.

Random quality control checks are performed on over 30% of our clients' packages to ensure accuracy. Daily metrics are reviewed by experienced, quality control personnel to identify any trends or concerns that may require immediate corrective action. This comprehensive quality process has helped us achieve a near-perfect, 100% accuracy rate on all orders shipped.

To ensure those high standards continue to be met every day, during every shift, our people undergo extensive training on key processes and procedures.



That's because we understand that a commitment to quality is not about words, and it's not about checks and balances. It's about getting the job done right. It's about delivering results. That's our commitment to you, and it's what we do every day.

## Customized Solutions

When it comes to logistics, one size does *not* fit all. That's why we bring you a modular approach to rate development that ensures you pay for only the services you need. At every point in the supply chain, we identify the most cost-effective way to store and manage your inventory, pack it and get it where it needs to go. The diversity of our client list reflects our ability to efficiently handle both large logistics needs and those of smaller organizations too—all with the same unwavering commitment to total quality.

## Customer Service

Here, customer service isn't simply a part of what we do—it IS what we do. That's why, as a Rockpoint client, you'll find a dedicated team of veteran account representatives experienced in customer service and account management, professionals whose sole responsibilities are attending to the needs of our clients.

We understand that the best customer service is never truly achieved; it's the result of a constant drive towards perfection. That's why Rockpoint Logistics empowers every employee to suggest improvements to enhance efficiencies and better serve the client.

As a whole, each internal department of Rockpoint Logistics is charged with optimizing our business to improve efficiency and provide a truly superior customer service experience. It's the commitment of the entire staff of Rockpoint Logistics. Deliver superior customer service. Deliver results.

### Total quality commitment:

- Shipping Accuracy—99.99%
- Random Inspections
- Employee Training
- Daily Quality Audits

## Industries Served

Originally called Dearborn Distribution, our roots extend deep into the publishing industry, and we know it like no one else. While those roots make us the go-to logistics partner for many publishing companies, our supply chain know-how makes us ideal for a range of other companies seeking to get product where it needs to go as quickly and cost-effectively as possible.

### Publishing

- Trade Publishers
- University Press
- Self-Publishers

### Education

- For Profit
- Non-Profit
- Distance Learning
- Test Preparation

### Direct Marketing

- Business to Business
- Business to consumer
- Direct Response

### Association Management

- Literature Distribution
- Premiums
- Member Kits

## Technology

People drive what we do at Rockpoint Logistics. But they're all supported by sophisticated, cutting-edge technological capabilities that help us track and manage every aspect of your supply chain, from the time product arrives at our warehouse until it gets to its destination.

### Our technology includes:

- Tier 1 Warehouse Management System (WMS) software from Red Prairie
- Optimized fulfillment services
- Real-time inventory management
- Real-time order visibility
- System-directed put away, picking and shipping
- Programmable logic controls that manage the path of every order in our conveyor

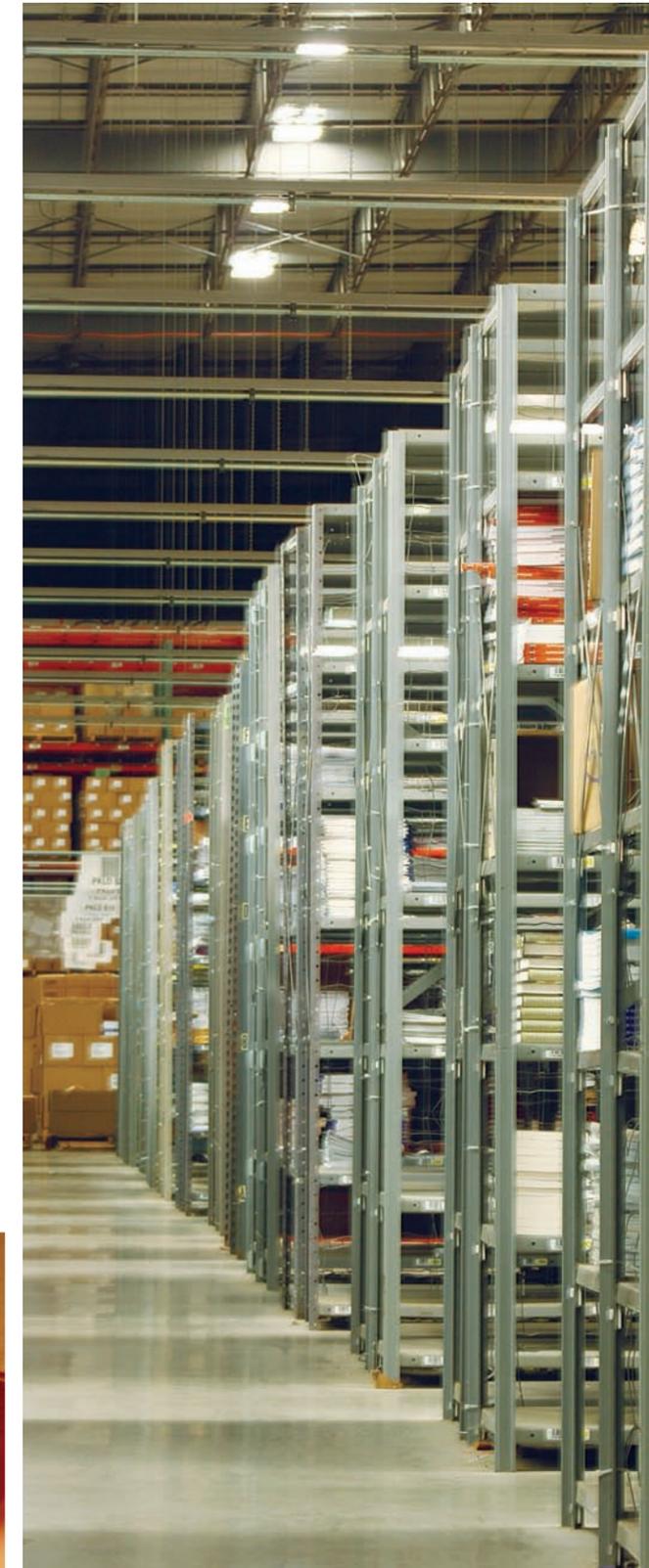


## Contact Us

We want to hear from you. If you'd like to learn more about our company, find out how we can transform your supply chain or get a quote, get in touch today.

### Rockpoint Logistics

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