

## KEY SERVICES

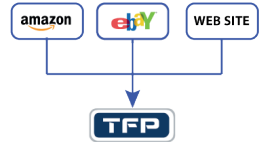
### Warehousing and pick and pack

- Extensive warehouse space
- High level of organisation and service
- Picking from warehouse to customer specification
- Attention to detail
- Meticulous packaging



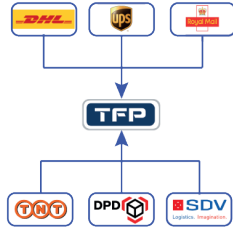
### E-commerce integration

- Integrated management software works with most e-commerce applications
- Process orders direct from customer website or via e-bay, Amazon etc
- Back-end order and payment processing if required



### Delivery and courier

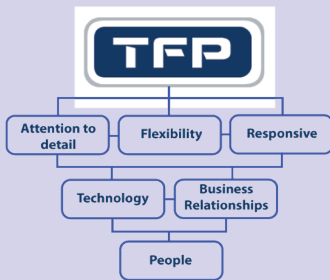
- Relationships with multiple global carriers
- Safely deliver product anywhere in the world
- UK next business day delivery as standard
- Enhanced services for urgent orders if necessary
- Full tracking capabilities



### Sub assembly

- Complex industrial product assembly
- High end product assemblies
- Software facilitates processing of complex orders from multiple components
- Dedicated, knowledgeable & intelligent staff
- Deep understanding of our customers' products

### Our Philosophy



### Account management

- Dedicated account manager
- Day-to-day contact
- Deep knowledge of your business
- Can solve challenges and make decisions where necessary
- Management of one-off fulfilment projects also available



### Types of businesses we work with

- Growing businesses: providing space when you have outgrown yours
- Businesses that need to focus: we do the fulfilment so you can focus on your customers
- Businesses with changing needs: we scale to your needs, be they long-term or temporary
- Technical businesses: we have the know-how to fulfil technical/time-critical orders.

## Welcome to TFP

TFP offer outsourced warehousing and logistics services for your business, built upon years of experience of doing it ourselves for our sister company SNP. We offer a full service or any of the components detailed above.

Whatever level of outsourcing you are looking for, we deliver the highest level of service. We are not a huge company offering vast economies of scale nor do we offer a one-size-fits-all approach. We have built our company around providing individual solutions for each client. We seek to forge strong relationships and strive to be a key, trusted part of your business success. Our approach means:

- **we understand each individual customer and supplier.** This means we can often spot problems before they occur. By having sharp and focused staff who really understand our customers' needs coupled with the technology and know-how to quickly check for problems, we can often prevent costly mistakes before they happen.

- **we are flexible.** We have strong business relationships with our own suppliers and a robust technology platform running our operation. Our staff also have the ability and authority to step outside the day-to-day process if and when our customers or the situation demand.

- **we are responsive.** Our relatively modest size and flat management structure coupled with good IT systems mean we can respond very quickly to customer demands.

We pride ourselves on our helpful, friendly customer service so please do contact us to discuss any fulfilment requirements you may have.

**For more information or to speak to one of our team:**



THE  
**FULFILMENT PEOPLE**  
PEOPLE

## Spray Nozzle People

The Spray Nozzle People sell spray nozzles and tank cleaning heads to a wide variety of industries. SNP ship all over Europe and source product from the US, Germany, Canada, Brazil and other places around the world. As such, their logistics requirements are complex.



THE  
**SPRAY NOZZLE**  
PEOPLE

*"Our products are highly technical. With over 40,000 nozzles in our range, we need to work with people who understand our business and can ensure our clients get precisely what they have ordered. Mistakes our end can mean our clients may have to shut down critical industrial operations, costing them time and money. Using TFP means we know we can deliver every time."*

## Threadbear Design

ThreadBear Design sell beautifully designed children's wooden toys and textile gifts. TFP have helped this young company launch and focus their efforts on designing and selling their ranges rather than logistics, storage and fulfilment



*"When we first visited TFP to talk about fulfilment, I was immediately impressed by the attention to detail and quality of packaging on the orders in the despatch area. Along with their well organised warehouse and 'can do' attitude to individual customer requirements, I knew that they would be a great partner for ThreadBear."*

## Willsmer Wagg



Willsmer Wagg has been distributing promotional merchandise and corporate gifts for over 25 years. The secret of their success is simple; they place the customer at the centre of everything they do.

*"We knew we needed to work with a fulfilment company that has the same values as ours: putting customers first, providing creative solutions and with an eye for detail. For our clients, it is essential that their goods are not only housed in a secure and organised environment, but that they can be despatched and delivered at a moment's notice; fortunately our dedicated account manager is on hand to provide expert advice on our unique shipping requirements. Dates are critical, we often need to deliver across EMEA on short lead times, and shipping directly into venues is increasingly the norm. On top of this we also often have large packing and collation projects which require large scale organisation to tight deadlines, we know we can trust them to get these QCed, packed and shipped to our requested timelines and with maximum customer satisfaction. The team at TFP have taken all of our challenges in their stride and our long-standing partnership is a testament to the fact that we have been able to grow together to accommodate our clients' ever-evolving needs and the unique curve-balls that our industry frequently throws."*

## Coditech



A supplier of CCTV systems, burglar alarm solutions, floodlights and other accessories, Coditech needed a fulfilment partner that it could trust to pick and pack its range of high-value products. With Coditech stocking a number of different brands, it was also key that TFP understood the range and could make sure the right components go out together.

*"Working with TFP makes our lives easier. They know our business well and we can always be sure that our products are in safe hands. In addition, TFP are flexible and responsive: if we need something doing urgently or we add new products, we can rely on them to get up to speed as quickly as possible."*

## Who are we?

TFP is part of The Spray People Group (SPG) which was founded in 2013 to bring under one umbrella our specialist business units.

SPG has more than four decades combined experience of providing a range of niche products and solutions to industry. Our headquarters are in the UK but we work with customers all over the world. As well as distributing market-leading products, our service across all our group companies is underpinned by in-depth technical and application support, ensuring our clients always have the correct solution for their individual needs.

To find out more about us and the other SPG companies, please contact us or visit:

[www.spraypeoplegroup.com](http://www.spraypeoplegroup.com)

**For more information or to speak to one of our team:**

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