

FULFILLMENT

Scaled to grow as *you* grow.

AMWARE
SCALABLE FULFILLMENT

The Amware Advantage

Fulfillment solutions that help
brands scale, without limitations

Speed

1-2 day delivery to 95% of the U.S.

Savings

Avoid capital investments in systems and warehouses

Scale

One partner for every stage of business growth



Amware Quick Facts

- Founded in 1989 and acquired by Rotunda Capital Partners in 2014
- Acquired Moulton Logistics in December 2020
- Acquired Iron Mountain Fulfillment Services in October 2018
- National Footprint – 15 fulfillment centers in 6 major markets
- ~265 Customers
- Multi-channel strategy
 - Direct selling
 - eCommerce
 - Retail/B2B
 - Digital print and fulfillment services



Amware Leadership Team



Harry Drajpuch
Chief Executive Officer



Duncan Thomas
Chief Financial Officer



Scott Guilmette
Vice President of Business Development



Clint Lehman
Senior Vice President of Human Resources



Chad Warzecha
Vice President of Strategy and Operations
Excellence



Leslie Barton
Vice President of Client Success



Ty Gutzwiller
Vice President of Operations/East Region



Paul Robbins
Vice President of Operations/West Region



Doug Coker
Vice President of IT



Amware Fulfillment Locations



One Fulfillment Partner for All Sales Channels



eCommerce Fulfillment

Reduce costs and delight customers with highly accurate, highly efficient eCommerce order fulfillment.



Retail/B2B Logistics

Streamline your supply chain with inbound, outbound and aftermarket logistics support.



Direct Sales Fulfillment

Serve the unique fulfillment needs of your sales consultants and party planners.



Marketing Fulfillment

Distribute printed and promotional materials.

eCommerce Fulfillment

- **Grow without large capital investments** – leverage our national fulfillment infrastructure.
- **Manage seasonal volume swings** – flex space and labor so your costs remain variable.
- **Reduce parcel costs** – uncover 20% – 30% savings potential.
- **Streamline your returns** – make it fast and easy for customers, while speeding product disposition.



eCommerce Fulfillment

Select eCommerce Fulfillment Customers

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Direct Sales Fulfillment

- **Reduce costs** – 25% savings potential on fulfillment costs versus in-house operations.
- **Customize your brand experience** – our systems meet the unique kitting/packaging requirements of party planners & sales consultants.
- **Rely on Amware experience** – we are a DSA member that works with many of the country's top direct sales companies.
- **Integrate your operation** – Amware integrates seamlessly with Exigo, Thatcher, InfoTrax and other commerce platforms popular among direct sellers.



Direct Sales Fulfillment

Select Direct Sales Fulfillment Customers



Retail and Industrial Logistics

- **Comply with retailers' requirements** – routing guide compliance to avoid chargebacks.
- **Drive quality and consistency** – SOP-driven approach and robust quality program translate into high-performing operations that constantly improve.
- **Put product closer to your customers** – we can be your national or regional distribution partner.
- **Achieve variable rate structure** – control costs by paying only for the space and services you use.



Retail/B2B Logistics

Marketing Fulfillment

- **Manage and distribute print and promotional materials**

- **Custom kitting** – Standard kits and booklets can be preassembled or customized on demand using our web-based application.
- **Pharmaceutical solutions** – Marketing and business communications with automated compliance capabilities to protect your brand.
- **Print management solutions** – Turn-key digital and offset printing.
- **Inventory management** – Online ordering and inventory management.
- **Fulfillment and distribution** – Highly-efficient pick/pack/ship.



Marketing Fulfillment

Select Marketing Fulfillment Customers

Colonial Life®

3M


COLGATE-PALMOLIVE


PTC
THERAPEUTICS™

Boston
Scientific

Hunter®


Takeda

 **Filtration**


SUBARU
Confidence in Motion

StanleyBlack&Decker

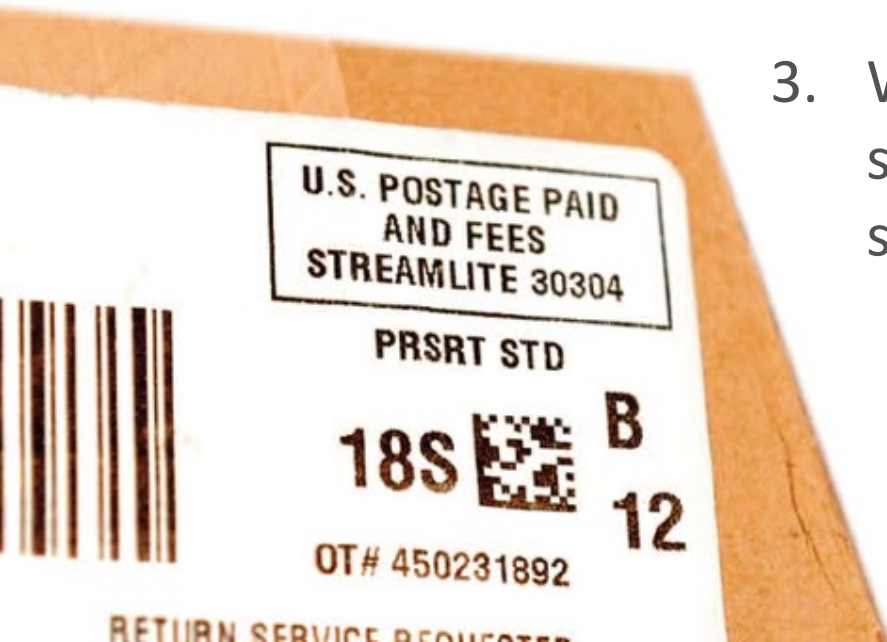
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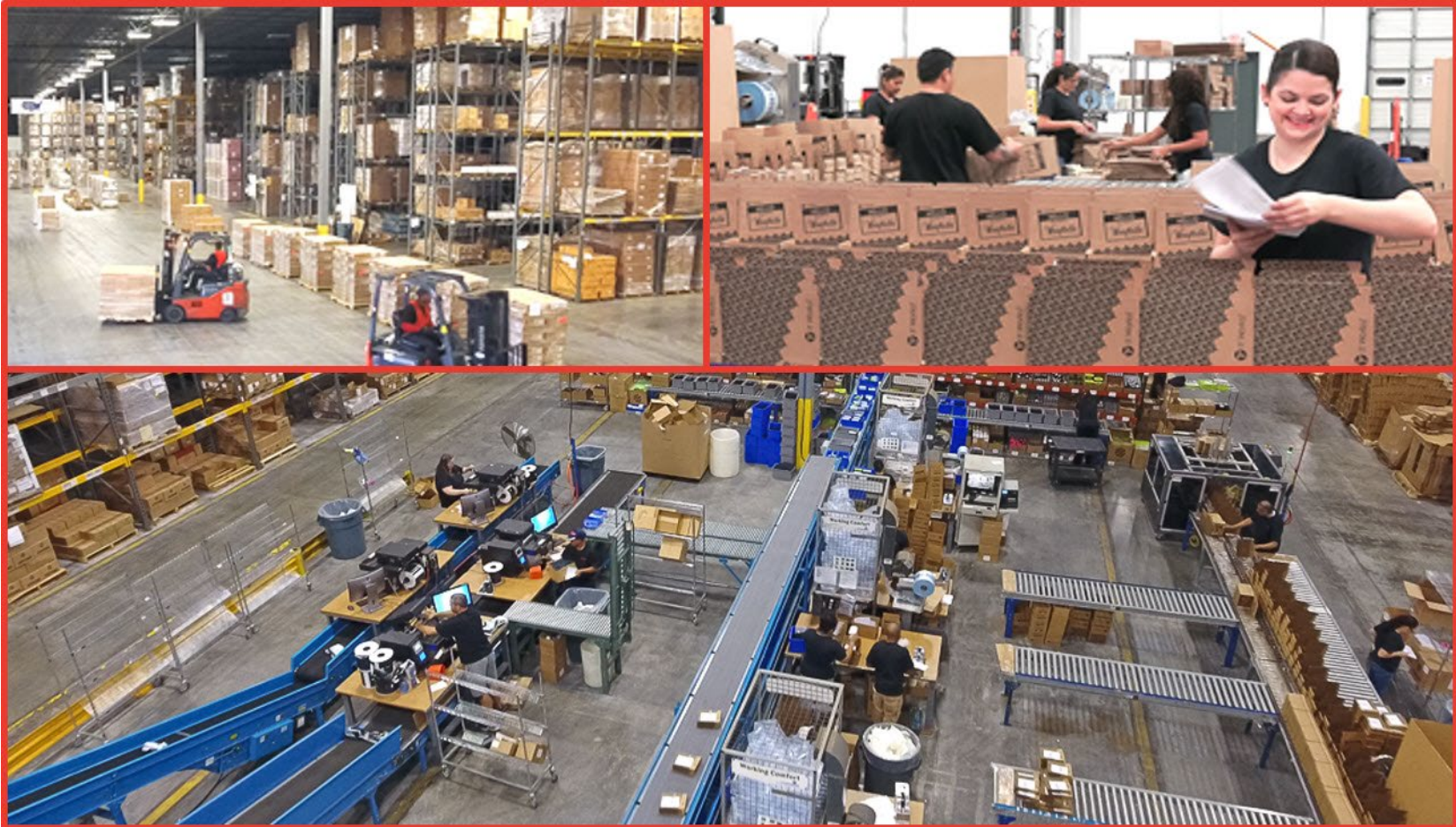
Small Parcel Analysis

Our Methodology:

1. We **input** your ship-from, ship-to zip, zone, weight , shipping class used, and actual total shipping cost into our analysis package.
2. We **compare rates** side by side under a variety of scenarios (single DC, 2 or 3 DCs).
3. We **recommend** the optimal shipping solution that balances service and costs.



One fulfillment partner.
All your sales channels.



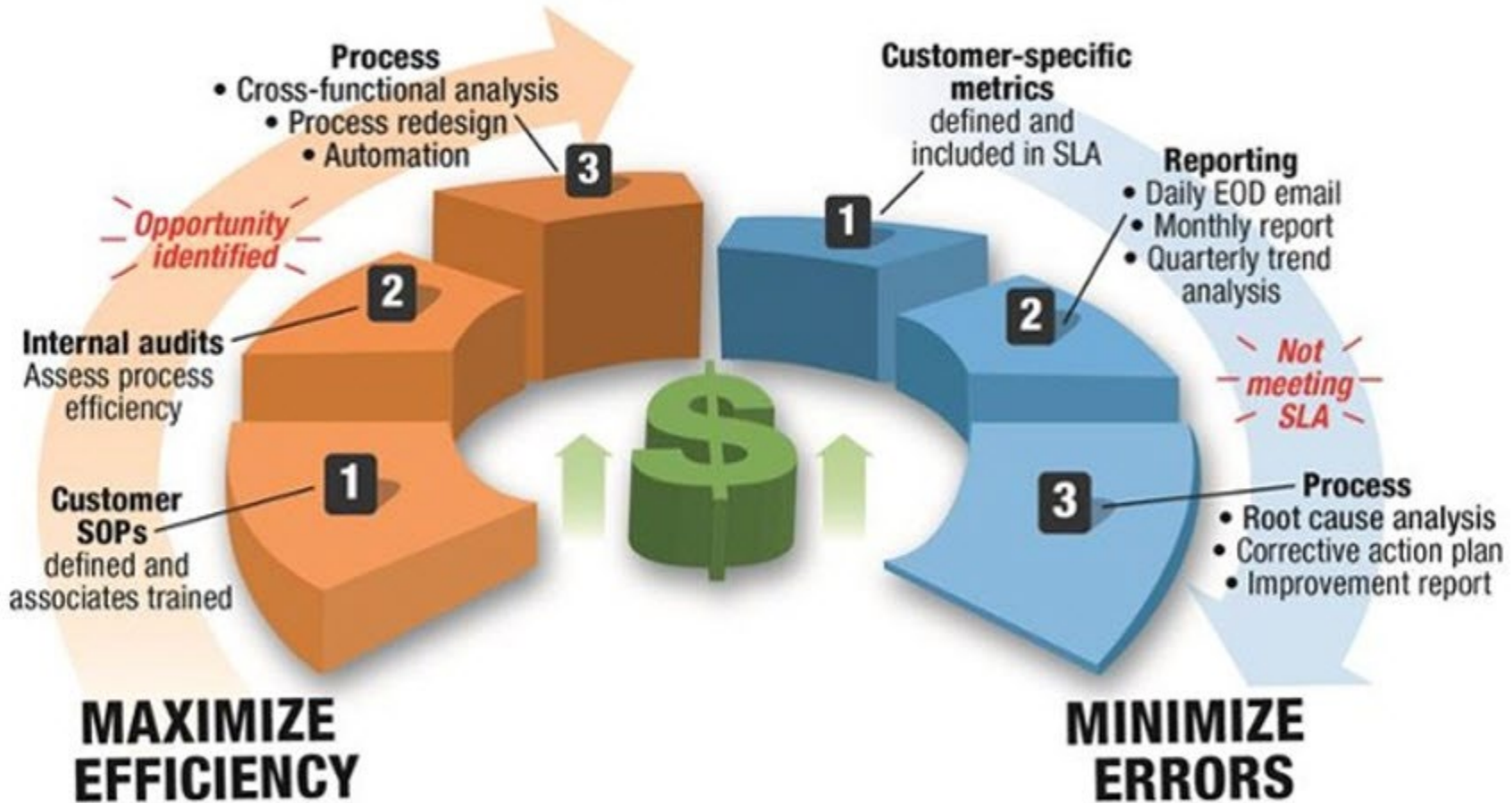
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Continuous Improvement At Amware



Quality Approach

- **GM control.** Each facility is run by a seasoned, professional General Manager fully trained to Amware's SOPs/culture and responsible for the complete customer experience.
- **End-of-day email.** Sent to key customers, noting activities and issues for the day.
- **Regular check-ins.** Monthly review calls and Quarterly Business Reviews.
- **KPI management.** Metrics identified and reported on a scheduled basis, or on demand from our web portal.

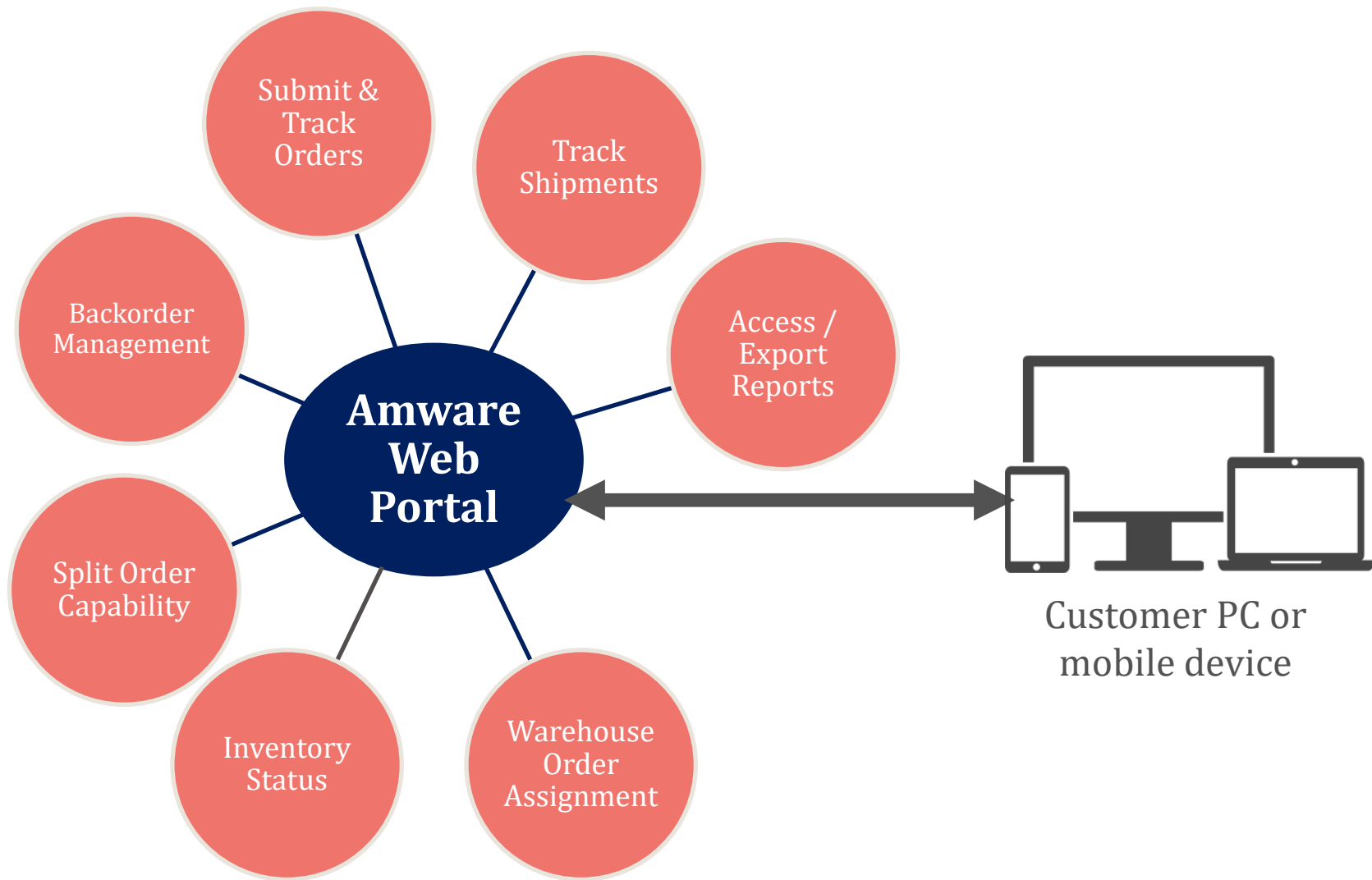


Warehouse Management System (WMS)

- **Process high order volumes with extreme accuracy** – and without costly automation systems or a large staff.
- **Efficient, automated processes** reduce your labor costs.
- **Accurate management** of your inventory.
- **Easy visibility** to inventory and order status via the web.



Transparency & Control through Web Portal



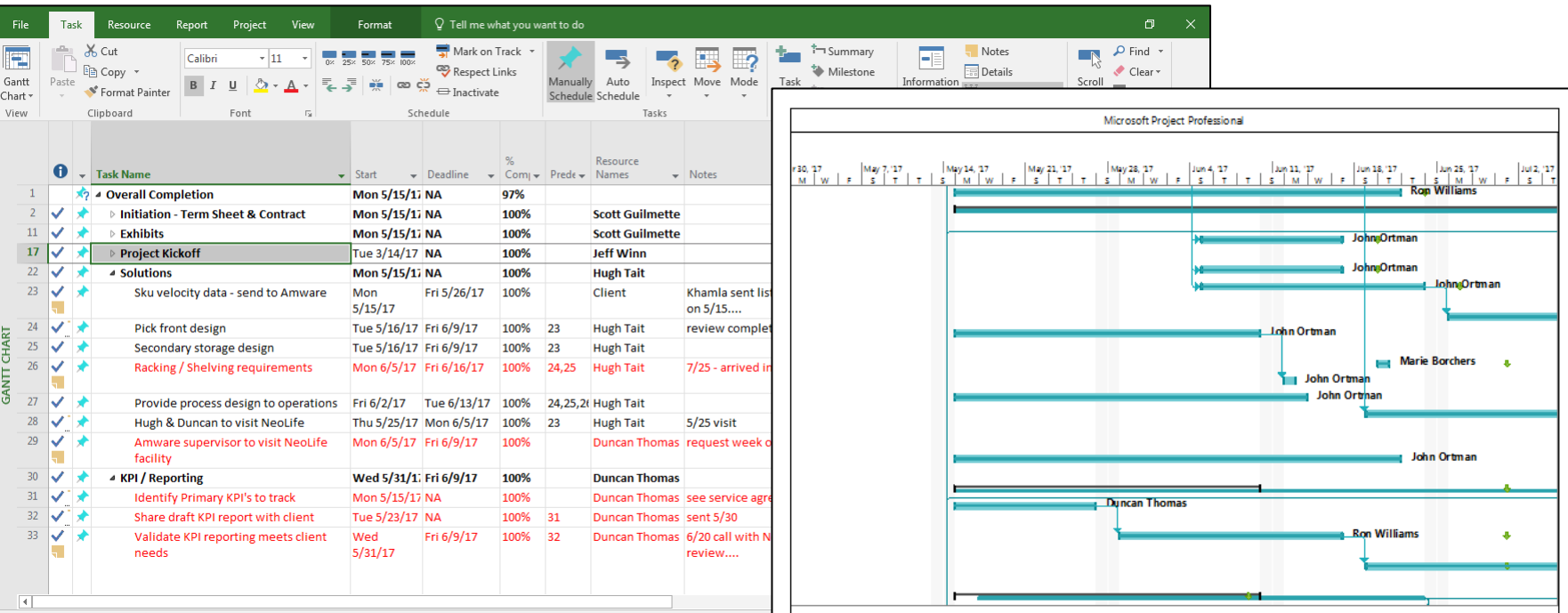
System Integration Experience

- Able to integrate with just about any platform
- Backorder management
- Examples of integrated platforms:



Seamless Start-up Transition

- Professional Project Mgmt.
- Implementation Design
- Systems Integration
- Human Resources Planning
- Warehouse Flow Modeling
- Supply Chain Event Forecasting
- Order Process Engineering
- Returns Administration



KPI Management

Amware employs an active KPI management program with highly visible metrics

	Fulfillment Accuracy		Cycle Count Accuracy		72 Hour Fulfillment Timeliness		48 Hour Fulfillment Timeliness		24 Hour Dock-to-Stock	
Month	Rate	Vs. 99.5% Goal	Rate	Vs. 99.0% Goal	Rate	Vs. 99.5% Goal	Rate	Vs. 90.0% Goal	Rate	Vs. 99.0% Goal
Jan-16	99.84%	▲	99.95%	▲	99.86%	▲	91.02%	▲	100.00%	▲
Feb-16	99.77%	▲	99.93%	▲	99.72%	▲	93.54%	▲	100.00%	▲
Mar-16	99.74%	▲	99.92%	▲	99.92%	▲	90.12%	▲	100.00%	▲
Apr-16	99.72%	▲	99.81%	▲	96.94%	▼	93.64%	▲	100.00%	▲
May-16	99.74%	▲	99.84%	▲	100.00%	▲	100.00%	▲	99.58%	▲
Jun-16	99.78%	▲	99.89%	▲	100.00%	▲	99.13%	▲	99.51%	▲
Jul-16	99.83%	▲	99.88%	▲	100.00%	▲	96.63%	▲	99.41%	▲
Aug-16	99.85%	▲	99.80%	▲	100.00%	▲	94.56%	▲	98.17%	▼
Sep-16	99.84%	▲	99.90%	▲	100.00%	▲	87.45%	▼	99.02%	▲
Oct-16	99.86%	▲	99.98%	▲	100.00%	▲	90.01%	▲	100.00%	▲
Nov-16	99.87%	▲	99.98%	▲	96.56%	▼	99.80%	▲	100.00%	▲
Dec-16	99.87%	▲	99.96%	▲	99.96%	▲	90.23%	▲	100.00%	▲
Jan-17	99.54%	▲	99.94%	▲	100.00%	▲	96.74%	▲	100.00%	▲
Feb-17	99.60%	▲	99.95%	▲	100.00%	▲	81.57%	▼	100.00%	▲
Mar-17	99.61%	▲	99.78%	▲	99.58%	▲	93.47%	▲	100.00%	▲
Apr-17	99.51%	▲	99.95%	▲	98.81%	▼	91.45%	▲	100.00%	▲
May-17	99.59%	▲	99.92%	▲	100.00%	▲	99.28%	▲	100.00%	▲
Jun-17	99.59%	▲	99.97%	▲	99.93%	▲	95.04%	▲	100.00%	▲
▲ Above KPI										
▼ Below KPI										

Working with Amware



- **Best practice knowledge**
 - Our experienced team of “big company” warehousing and fulfillment professionals came to Amware to build something great, unencumbered by red tape.
- **Fast answers, fast action.**
 - Our lean management structure enables quick decision-making.
- **Direct access to senior leadership.**
 - Got an issue? Just pick up the phone.
- **Fun environment**
 - We love what we do, and we hope it shows.



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