



**3P LOGISTICS**

**THE GRAPEVINE**

Issue May: 2011

## 3PL Expands Its Call Centre Facilities



The continued rise in clients seeking to outsource their end customer contact has driven further expansion of our call centre operations. Subscribers to the service are provided with a suitably trained dedicated point of contact as an extension to their business. In providing a professional interface between end customer and our client the services are wide ranging and include: enquiries handling, payment processing, telemarketing etc. This support function enables clients to free their time to focus on buying and selling more effectively. Our leading edge contact software tracks all calls received and made on behalf of the client whilst our tailored info on hold service delivers increased brand awareness. With a flexible "pay as you use" billing platform there really is no need for clients to employ fixed resource and cost in this area.

**Kirsty Fryers**, Client Services explains:

" This vital function is a natural extension to our order fulfilment services. Any time we can give back to our clients is seen as invaluable and outsourcing this element is a natural evolution"

## Lights - Camera - Action !

In further extending our range of ecommerce related services we have recently added our very own in-house photography studio. The recent addition has generated a great deal of interest from both new and existing clients alike . **John Scully – Sales & Marketing Manager adds:**

"The key once again was to free up our clients time by assuming some of the more onerous tasks involved with selling online. With everything ranging from designer fashions to home furnishings the demand for imagery work remains on the increase.

Using real life models if appropriate, raw images can be provided from as little as £3.00 per image whilst fully edited images can also be supplied.

The benefits of outsourcing the photography work is far reaching and delivers both increased availability and reduced cost".

Want to know more on how our in-house studio can boost your business?

Contact **John Scully** or [enquiries@3p-logistics.co.uk](mailto:enquiries@3p-logistics.co.uk)





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### New Clients Spotlight

#### SleepingBag Shop

The Sleeping Bag Shop are one of the UK's leading online retailers of Sleeping Bags & related accessories.

[www.sleepingbagshop.co.uk](http://www.sleepingbagshop.co.uk)



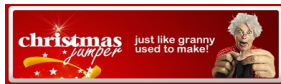
My Lite is a leading provider of wireless LED lighting products.

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



Originating from New Zealand, Zeosoft represents a new era in industrial hand care.

[www.zeosoft.co.nz](http://www.zeosoft.co.nz)



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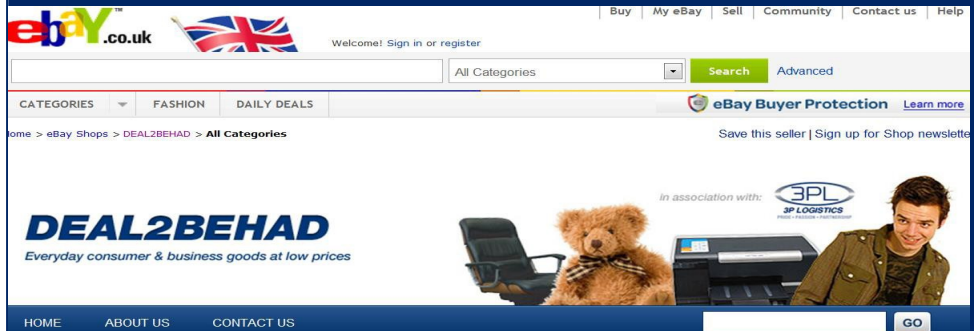
### New Employee Spotlight

In line with the continued expansion of both our warehousing and contact centre services we are delighted to welcome on board three new team members and we wish them every success in their new roles. Wayne Dullaghan—Operations Manager adds:

“Every role holder at 3PL has a key role to play in providing real value to our clients. The new recruits have quickly settled into their respective roles and further emphasises our intention to attract and retain a high calibre of personnel.”

Pictured from top to bottom are:  
**Lesley Greenhalgh:** Client Services  
**John Slater:** Warehouse  
**Mark Railton:** Inventory Control

### Deal2BeHad - 3PL Clearance Outlet Goes Online ...



This is the ideal solution for businesses encountering returns, overstocks, grade B or redundant items. Using our branded 3PL clearance outlet (deal2bhad) for this purpose we can sell this stock on the client's behalf, generating real cash in return. Accounting for all the listing and photography work internally “we” assume the risk and solve a problematic area for our clients in the bargain.

For more details of this unique concept call us now on 0844 871 2011.

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