



KATOEN NATIE

OMNI CHANNEL
AND E-COMMERCE
FULFILMENT



Katoen Natie, your flexible partner for fulfilment

As a long term, reliable partner for our customers, it is our mission to offer flexible, high quality logistic solutions and continuous improvement as a competitive advantage for our customers.

The Katoen Natie E-commerce team provides a full consumer-oriented back office for pure players, brands and omni-channel retailers with the focus on flexibility, quality and velocity.

Katoen Natie is a leading logistics service provider with headquarters in Antwerp (Belgium), operations in 34 countries and 10,000 employees worldwide, offering integrated logistics solutions.

Our professional services include warehousing and storage, packing and packaging, transport and distribution, value-added services, cleaning and repair, projects- and process engineering, and port operations.

Katoen Natie Commerce focuses on product fulfilment for web shops. We assist our customers from A to Z in the field of logistics: from the moment the goods leave the supplier until the moment they are delivered to the end customer. The consumer can count on full track & trace, while the merchant can count on complete transparency of the process.

Our services:

- Customs clearance and tax representation
- Inbound transport
- Inventory management
- Storage of bonded and free goods
- Value added services: rework, kitting, repackaging etc.
- Quality control and testing
- Zero error order picking
- Returns management
- Carrier decision matrix
- Line haul and transport management





Operational excellence

Zero error tolerance

Errors result in unnecessary costs and give a bad impression. Each mistake is one too many and can have a killer impact on the business. Mistakes have to be corrected and customers have to be “bribed” so they are not lost and don’t start blogging you negatively. That’s why we make every effort to get everything right in one go, in an economically sound manner.

Flexibility of personnel

We understand that volumes go up and down, and we also understand that this is very unpredictable: that’s why we have our Commerce division.

Katoen Natie can offer custom-made solutions in a multi-customer environment. The result is unique flexibility in volume treatment and fast processing of returns. The size of the Katoen Natie platforms allows an unmatched natural environment for flexibility. All operators work with our dedicated IT system developed in-house. This means that they can slot into the platform immediately and interchangeably.

Flexibility of floorspace

We know you don’t know where you will be in one year from now. How big the volume will be, what part of your range will go up or down...

Katoen Natie invests in large multi-customer platforms with multiple warehouses. That’s why we are able to keep up with our customers whenever they grow.

Why outsource

E-commerce and logistics rely heavily on one another. The e-tailer has just one shot to create a good impression on the customer. Hence the purchased goods need to be delivered at the right moment, at the right location and in the right circumstances. If this fails, all efforts (good website, easy method of payment, variety of available articles) will have been in vain and any chance of repeat purchases will be lost.





Fulfilment operations

Operating a fulfilment center is much more than simply receiving a pallet, storing it and taking it back out. It requires clear understanding of the business model. We take the time to understand your demand, difficulties and challenges.

Katoen Natie currently manages more than 500,000 Stock Keeping Units on multi-customer platforms. We have specific expertise in managing European and regional Distribution Centers for a broad variety of goods.

Katoen Natie can be your single-source solution to provide the supply chain support your company needs, in 34 different countries around the globe.



Our daily task:

- Improve efficiency
- Reduce cycle time and lead time
- Reduce total cost of service
- Meet/exceed service levels
- Improve cut-off times

Our warehouse management solutions:

- Inbound and outbound activities
- Order management
- Inventory management
- Materials management
- Value Added Services: rework, campaigns, kitting, repackaging and assembly
- Quality control and functional testing
- Returns management
- Carrier decision matrix
- Freight forwarding, inbound and outbound transport management
- Storage of bonded and free goods
- Tax representation and customs administration

Our guarantee:

- A service-driven team with a customer care mentality
- Expertise and competence, resulting in satisfied customers
- Flexibility of people, space and equipment
- Neutral sourcing of carriers, for an optimum transport solution
- Horizontal integration of transport, collection and delivery
- In-time delivery with flawless service and responsiveness
- Quality and performance that exceed your expectations



IT solutions

Our Warehouse Management System provides all basic and advanced functionalities. Processes are controlled by a strong WMS backbone tailored to cope with specific processes for B2C distribution.

The WMS tool is developed in-house. This allows us to adapt the tool to your requirements and set priorities as we need them. The result is an ultra-flexible environment where agile programming is key.

We allow flexible, user-definable rules. These are applied for carrier decisions,

carrier planning and controlling warehouse activities such as VAS, stickering, assembly etc.

ERP and format-independent EDI mapping allow us to link with our partners' applications in an economically sound and stable way without touching the source systems.

Inventory management

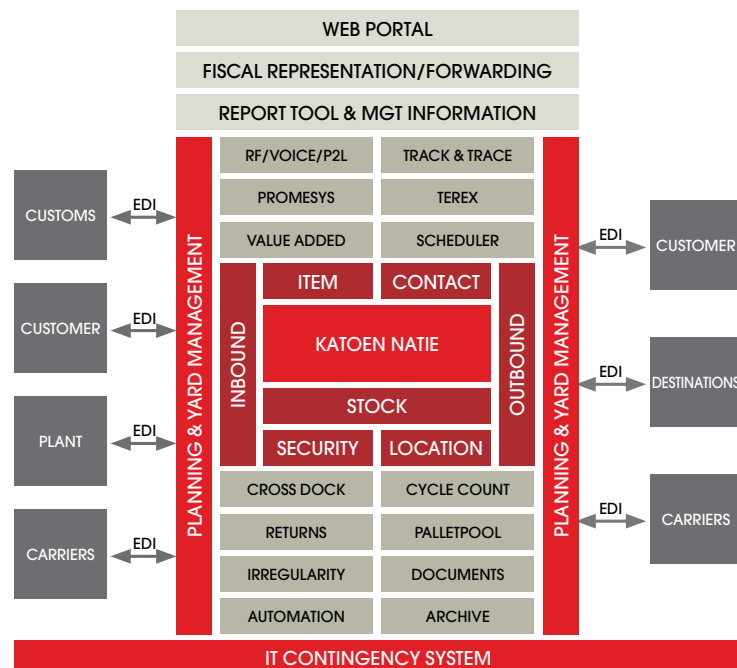
Inventory is an essential and costly component of service operations. Katoen Natie ensures efficient management of stocks and service levels.

Volumes are heavily influenced by market volatility. As your partner, Katoen Natie closely monitors inventory levels versus demand frequency and volume. We generate reports to evaluate the risk of excess stock. Katoen Natie supports its customers in reducing inventory levels while guaranteeing optimum availability.

Katoen Natie offers all functionalities and capabilities necessary to manage your entire inventory and logistics operations centrally, across different warehouses.

Our WMS toolbox:

- Stock visibility & availability across your entire service network
- Batch-, voice-, light- and multi-order picking, etc.
- Kitting
- Packing & repacking
- Order consolidation
- Returns & reverse logistics operations
- Cycle count
- Advanced Value-Added Services
- Piece, poly bag and carton picking
- Transport management
- Customs management





Forwarding, customs and transport solutions

To ensure excellent delivery performance to your customer, Katoen Natie provides transport solutions in cooperation with professional carriers. These carriers are carefully selected based on their performance and their distribution network in each country. This means that different transporters are selected, depending on the required service, the country and/or type of goods to be transported.

Katoen Natie provides a total supply chain solution for forwarding, customs services, storage, handling and distribution. Delivery quality and reliability of the shipments are constantly monitored. Deviations are reported in order to take the proper measurements or actions.

The selected carriers are integrated into our WMS system to ensure that once packed, the goods are correctly identified. Katoen Natie uses the labels of the carriers in order to avoid relabeling at the transport hubs. The labels generated allow full tracking & tracing as of the moment of dispatch up to the point of delivery.

European line haul

Since you want to deliver first class service to your customer, it's very important to let the customer choose the delivery method. Pick-up point, at home, at work, express, etc. Everything is possible. But are you able to offer extreme flexibility at a reasonable price? As of now: YES!

Once the parcels are labeled with the carrier's own label they have to be injected into the national hubs.

This injection can be quite expensive for countries where volumes are mediocre to low. From our platforms (e.g. Belgium, Sweden, Italy, France, etc.) we have a daily connection to the local and European carrier networks. This results in acceptable line haul costs and short lead times!

This means you can offer multiple carrier options, as of tomorrow.





Commitment
Customer focus
Flexibility



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