

UBS

UNIVERSAL BUSINESS SOLUTIONS, INC.
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Corporate Services & Fulfillment

UBS is your one source turnkey market solution.



Universal Business Solutions

Corporate Services & Fulfillment

UBS recognizes in today's marketplace integrated fulfillment solutions have emerged as a turnkey solution for innovative businesses with a special concentration in the medical device industry.

This customized service allows businesses to increase productivity, development and business growth. Many evolving businesses are looking for methods to reduce operational and overhead expenses to stay competitive.

UBS will handle all of your corporate services and fulfillment needs while you concentrate on the products that have made your company successful. **We have made it easier for businesses to focus on what they do best.**



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Customer Care Services & Call Center:

- Multi number phone system for customer communication and sales support
- Reliable and responsive call center M-F 8:30am – 5pm ET
- Professional and experienced staff
- Customer service department for your company

Storage/Warehouse:

- Receive product and provide inbound inspection
- Inventory control and management
- Temperature controlled and secure warehouse
- Warehouse climate monitoring and reporting system
- Monitor and process inventory replenishment

Daily Order Processing & Shipment:

- Receive orders from the customer or sales rep via phone, email or fax
- Provide pick and pack services for order fulfillment
- Provide boxes, packing material, inserts and labels
- Daily common carrier pickup – Express and Ground
- Freight shipping and receiving
- International shipping and receiving



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Returns/Exchanges:

- Examine and process returned product
- Customer communication for product return/exchange
- Restock product into inventory
- Reship a replacement product, if necessary

Accounting/Administrative:

- Customized invoices, credit memos, packing slips, etc.
- Customer invoicing
- Delivered order form processing/reconciliation with sales rep/distributor samples
- Credit card processing available
- Accounts Receivable
- Maintain customer and inventory records in visible accounting software
- Monthly sales, inventory and commission reports
- General administrative support



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Approved Supplier Administrative Assistance

- Documentation and information submission for your company to become an approved supplier at medical facilities
- Exchange of your company's information with a customer organization to ensure accurate billing and payment procedures

Sales Support and Administration:

- Storage and distribution of samples/demos and literature
- Identify customers by territory/sales rep
- Administrative support for sales manager(s)
- Support sales rep with customer communication
- Process and distribute monthly sales commission reports



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Regulatory Compliance:

- Quality Management System compliance
- Lot number recording
- Expiration date recording and management
- Documentation per SOP definition
- Hosting and participation in regulatory audits
- Readiness for announced and unannounced BSI/FDA visits
- Clinical study support

Facility Use:

- Conference room available for meetings and training sessions.

Company sale support:

- We will assist in providing the information needed in the sale of your company and continue support through the transition.



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Basic Fulfillment Process



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Questions/Answers:

- **How do I inquire about a customer order?**
Call our toll-free number or email Customer Service.
- **When does an order ship?**
Most orders ship same day.
- **How can I obtain a sales report?**
Call our toll-free number or email our Accounting Department.
- **How often is a physical inventory performed?**
At the end of every month or on demand.
- **Is the storage facility a temperature controlled environment?**
Yes.
- **How safe is the storage facility?**
The entire facility is secured.
- **Is the information provided by my customer secure, e.g. credit card numbers?**
Yes, all credit card information is secured in our database.
- **Can we select certain services (a la carte) for fulfillment?**
Yes, we can customize your fulfillment program to best fit your needs.
- **Do you provide services for international customers?**
Yes, we have the expertise to ship and receive products internationally.
- **Can you send/receive freight shipments?**
Yes, we have equipment and experienced personnel to organize freight shipments.
- **I don't see the service I need in this list. Are you open to offering new services?**
Yes! Our skills and services have been developed by our customer requests. Please ask.

