



**InOut**

Couriers & Transportation

**More Than Deliveries**

**InOut Trade Ltd**

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## Company history

InOut Trade is a young Bulgarian company established in 2012 in the city of Ruse on the river Danube. Its only objective is to develop and offer individual courier solutions for you and your business. Solutions developed according to the personal needs and criteria set by the clients. We deliver your parcels from and to each and every point of the world but the focus is the offering of courier services on the territory of Bulgaria and Romania.

We have been helping out clients get tailored courier services for 5 years now, and they have assisted us to be still better and better at what we are doing. Thus, besides a full range of door-to-door or office-to-office courier services, we now can boast also about the following services:

- ❖ Two fulfilment warehouses. One in Ruse and one in Sofia;
- ❖ Own call center (in Bulgarian, Romanian and other languages) that accepts and serves orders of our clients in the field of online sales;
- ❖ Preparation and management of individual marketing strategies and campaigns for new or already active online shops;
- ❖ Printing, warehousing and delivery of advertising materials;

**Each client is different and unique, and we know that.**

## Courier services developed specially for you

Deliveries to each and every point of Bulgaria and Romania.

### We offer to our clients:

- ◆ 100% coverage of the territories of the two countries;
- ◆ Deliveries to whole Romania within 24 hours;
- ◆ Deliveries to Bulgaria Zone 1 within 24 hours. Deliveries to Bulgaria Zone 2 – according to schedule for servicing the settlement;
- ◆ Fixed/"flat" price not depending on the type of delivery. To office or address;
- ◆ Two visits to the recipient's address included in the price;
- ◆ We do not add Fuel charge;

### Delivery of parcels with added services such as:

- ◆ Cash on delivery service with payment in cash or by bank transfer;
- ◆ Fixed time of delivery;
- ◆ Insurance of the content;
- ◆ Returning of documents and acknowledgements of receipt;
- ◆ Two-way parcels;
- ◆ Option for returning or replacement of goods purchased online.
- ◆ 24/7 monitoring and traceability;

## Fulfilment for online and direct sales

### What does the service include?

- ◆ Filing and warehousing of your goods;
- ◆ Filing and processing of your orders from various channels;
- ◆ List of elements of your order (Packing list);
- ◆ Collecting all elements from the warehouse (Picking);
- ◆ Packing of all elements according to the standards set by our clients;
- ◆ Preparation of AWB's and issuing accompanying documents;
- ◆ Ordering and handing over to a courier;
- ◆ Inspection and processing of returned parcels;





## Call center and customer service

What does the service include?

- ◆ Local call-center with Romanian/Bulgarian speaking operators (native speakers);
- ◆ Incoming and outgoing telephone calls;
- ◆ Post-sales service for your customers;
- ◆ Option to use the call center as an info-line for your products;
- ◆ Maintenance of Facebook activities;
- ◆ Verification of orders and details for delivery;
- ◆ Everything else according to the customer's specification;

## Preparation and management of individual marketing strategies and campaigns for new or already active online shops

What does the service include?

- ◆ Build your own database with prospects
- ◆ Profit more from successful Facebook campaigns
- ◆ Technical support when installing tracking codes or integrating with external systems (i.e. emailing, landing pages, SMS etc.).
- ◆ Reach more clients at a cheaper price via Google AdWords
- ◆ Remind your clients about your products via remarketing campaigns
- ◆ Sell on autopilot with automated email campaigns
- ◆ Send engaging newsletters via email
- ◆ Run quick online surveys.





## Printing, warehousing and delivery of advertising materials

- ◆ Design of customized printed materials
- ◆ Printing (black and white or color printing) and warehousing of the materials
- ◆ Sorting and transport to the necessary settlements
- ◆ Mass-scale delivery to the postbox or by criteria specially set by the customer
- ◆ Feedback and accountancy of the campaigns





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