

### SPEND YOUR TIME SELLING

Let Kanebridge's "Back Office" Take Care of Everything Else



#### **WELCOME TO YOUR PERSONALIZED**

## **BACK OFFICE**

What do we mean when we refer to Kanebridge's "Back Office?" It is the dozens of people diligently working to make sure your order is flawlessly prepared, shipped and delivered on-time to the location where it is needed. It is the team of professionals that provide you—the distributor—with peace of mind that everything is handled with the same care you would take.



#### PRODUCT SELECTION

With 43,000 Items and over 99% Service Level, our Purchasing Department continuously researches what new items are in demand. We work to ensure all our parts are always available from the Kanebridge facility that is most convenient to the customer.



#### **CUSTOMER SERVICE**

Our Customer Service Department can always be reached, 12 1/2 hours each day, Monday through Friday, regardless of whether you place your orders online or via EDI or by phone. It's easy to speak with a "real person" at Kanebridge whenever our customers have any question or concern.



#### **HIGH-QUALITY PRODUCT**

Distributors buy from us with confidence knowing we have a no-fault return policy, assuring them they will never be "stuck" if their customer cancels or if an item is not acceptable for any reason. Product quality is rarely a problem at Kanebridge—our parts meet all specifications that we post in the *Kanebridge Fastener Specifications Guide*. Over 25% of what Kanebridge purchases is from U.S. manufacturers, including an expanding selection of military-grade hardware. Manufacturer certifications are always free of charge for all military and through-hardened parts and can be easily downloaded from our website.



#### **CUSTOM LABELING**

Processing of material by your Receiving Department should be as streamlined and effortless as possible. Kanebridge provides you with the ability to design labels that we then affix to every carton the customer purchases so that parts can easily be processed by you or your customer.



#### **DROP-SHIPPING**

Your Supply Chain works even faster when Kanebridge ships the order direct to your customer. All packaging and associated documents list you—the distributor—as the supplier. This can even be done with overnight shipments that are sent <u>directly to a job site</u>. Kanebridge is your "silent partner" in all such transactions.



#### SECONDARY PROCESSING STREAMLINED

Occasionally, having the right part for the customer isn't enough. Additional workmanship is sometimes required such as patching, cross drilling, turning, grooving or cutting off a portion of the threads to achieve a precise length. Kanebridge can speed your parts direct to your processing agent while including any order number and special instructions on your documents.



#### **SAME-DAY SHIPPING**

Our guarantee to ship your order the same day, when placed by 3PM (one carton minimum order) enables distributors to use Kanebridge's network of coast-to-coast service centers as their own "auxiliary warehouses". Why commit to stocking material yourself when it is so readily available from Kanebridge?



#### **E-COMMERCE CONVENIENCE**

We strive to make our website as easy to navigate as possible, and a rich a resource of information to our distributors. In addition to saving an additional 2% on all orders placed via FasNet, customers can access key documents, obtain updated expediting information on orders in transit, check the latest fastener specifications, and view account information—all from their own desktop or handheld device.

# OUR BACK OFFICE EXTENDS FROM COAST TO COAST

#### **OAKLAND, NEW JERSEY**

153 Bauer Dr, Oakland, NJ 07436

#### **ELGIN, ILLINOIS**

1125 Gateway Drive, Elgin, IL 60123

#### **BELL, CALIFORNIA**

5316 Lindbergh Lane, Bell, CA 90201

# Orders Placed by 3PM Ship the Same-Day!



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