

A wide-angle photograph of a large warehouse fulfillment center. The scene is filled with high industrial shelving units on both sides, densely packed with cardboard boxes of various sizes, many of which are open, revealing colorful clothing items like socks and underwear. In the center, a long, multi-lane conveyor belt system moves items through the facility. Several workers, dressed in light-colored uniforms and wearing headsets, are positioned along the conveyor belts, actively sorting and packing the goods. The floor is a polished, light-colored concrete, and the overall atmosphere is one of a busy, organized logistics environment.

**FULFILLMENT**  
Scaled to grow as *you* grow

# About Amware

Amware Fulfillment helps brands scale fulfillment operations to keep pace with business growth. We provide the expertise and infrastructure, while you focus on sales expansion. Work with Amware to achieve:

- **Speed.** Our nationwide fulfillment warehouse network gives you 1-2 day ground delivery to 95% of the U.S.
- **Savings.** Avoid capital investments in systems and warehouses and have your fulfillment costs parallel your revenue stream.
- **Simplicity.** One partner, one inventory, one web-enabled system for order fulfillment – for all your B2C and B2B sales channels.



**eCommerce Fulfillment**  
Reduce costs and delight customers with highly accurate, highly efficient order fulfillment.



**Direct Sales Fulfillment**  
Serve the unique fulfillment needs of your sales consultants and party planners.



**Retail/B2B Logistics**  
Streamline your supply chain with inbound, outbound and aftermarket logistics support.



**Marketing Fulfillment**  
Create, customize and distribute printed and promotional material.



# Direct-to-Consumer Fulfillment

Amware specializes in high-volume, direct-to-consumer order fulfillment services for both [eCommerce](#) and [direct sales](#). We ship more than 50,000 consumer orders daily, and our national fulfillment warehouse network gives you 1-2 day ground delivery to 95% of the U.S. Within the B2C fulfillment space, we have a specialty in direct sales fulfillment and work with 10 of the country's top direct sales companies. We help eTailers and direct sellers:

- **Reduce transportation costs** – our warehouse network minimizes costly, high-zone moves and gets product into your customers' hands faster.
- **Grow without large capital investments** – we've built a national fulfillment center network, with a robust systems infrastructure, so you don't have to.
- **Economically manage seasonal volume swings** – we flex space and labor as your volume dictates and you pay based on actual requirements.



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“You guys are like a family and you've treated us as part of that family. Thanks for seeing the vision and being not only open-minded about the process, but excited about it.”

Director of Operations  
Mid-sized Software Company

# Retail and Industrial Logistics

Our B2B solutions include manufacturing support, retail distribution, reverse logistics, and service parts management. We can help you:

- **Drive quality and consistency** – an SOP-driven approach and a robust quality program translate into high-performing operations that constantly improve.
- **Achieve a variable rate structure** – control your costs by paying only for the space and services you use.
- **Comply with retailers' requirements** – we meet routing guide requirements so you can beat chargebacks.
- **Put product closer to your customers** – with distribution centers across the U.S., we can be your national or regional distribution partner.



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“You are amazing people with complete dedication. I feel comfortable knowing you're overseeing the line.”

Director of Operations  
Fast Growing Technology Company

# Marketing Fulfillment

Amware's marketing fulfillment operations include custom kitting and booklet assembly, pick and pack, pharmaceutical materials preparation and compliance, print management, and inventory management. We can help you:

- **Reduce costs** – Work with one partner for your entire print management solution, from procurement and pre-press to warehousing and distribution.
- **Enjoy flexibility** – Pre-assemble standard kits and booklets or customize them on demand using our web-based kitting application.
- **Stay compliant** – Ensure that your materials adhere to the regulatory requirements of your industry (e.g., pharmaceuticals and life sciences) with technology to automate compliance tasks.
- **Gain real-time insight into inventory** - Place and track orders, access real-time reports 24/7, and receive automated email notifications of low stock and reorder points.



# Amware Quality Process

We've never met a white board we didn't like.

That's because, at Amware, we're process-driven logisticians who like to tinker – with workflows, with labor plans, with warehouse processes. Always sketching out a different approach. Always looking for a better way. It's in our DNA.

Performance metrics are constantly monitored against KPIs to identify problems or opportunities to improve. And our quality control team leverages a full arsenal of continuous improvement tools and techniques, including:

- Lean Six Sigma methodologies
- Benchmarking, using our “DC Expert” tool
- “What if” analyses that explore the impact of our “tinkering” on cost and service



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**“Thank you for the ongoing support. Your operation is proving to be one of our highest performing.”**

Vice President, Sales  
Paper & Packaging Company

## house rules

### Shoot straight

Tell it like it is. No exceptions.

### Over-deliver

Go above and beyond. Every day.

### Own it

Take pride in your work. Be accountable.

### Stay safe

Be vigilant. Work safely, always.

### Have fun

Enjoy the ride.

# Amware Locations

You need warehousing and fulfillment space.

What do you know, we've got over 2 million square feet of it across our fulfillment center network, with plans to expand to several new markets. Our distribution centers offer a mix of bulk, racked and pick and pack space.

Within the Amware network, we can offer:

- Food-grade storage
- Rail siding
- Hazmat storage and distribution
- Full-featured warehouse management system
- Consistent operating procedures across all facilities
- Active KPI management program with metrics highly visible to staff and clients





# Amware Systems

Amware's warehouse management system allows us to logically and efficiently process a very high volume of orders with incredible accuracy – and without costly automation systems or a large staff. The system supports:

- Efficient, automated processes to reduce your labor costs
- Accurate management of your inventory
- Easy visibility to inventory and order status via the web

Amware's mission critical servers are housed in a fully secured location and backed up on the hour. Disaster recovery servers are in place to keep your data, and your business, safe.

Talk to us in whatever way makes sense for you – via EDI, API, flat file (ftp). We're flexible, and so are our systems. Or, you can install your system in our facility.



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**“What a great start-up! Your staff was so welcoming and inviting to me. I truly was impressed at their professional manner.”**

Founder  
Safety Sign Company

# Why Amware?

**Experienced Operators:** Real know-how comes from doing. Each key member of Amware's operations team is a veteran warehouse operator. That experience translates into orders that are accurate and on time.

**Empowered People:** Amware people are not scared to make a decision until "the boss" approves. They make decisions based on what's right for you, the customer.

**Enthusiasm:** Hey, we like what we do and we're excited about the solutions we bring to the market. We're having fun, and we hope that comes across.

# Leadership Team



**Harry Drajpuch, Chief Executive Officer.** Harry is a 30+ year logistics industry veteran who has held CEO and senior management roles at several large logistics firms.



**Scott Guilmette, Vice President of Business Development.** Scott has 25+ years experience in manufacturing and distribution operations, with a focus on supply chain management.



**Chad Warzecha, Vice President of Operations/East Region.** Chad has 25+ years of operations experience and is responsible for operational initiatives and supporting customized solutions.



**Doug Coker, Vice President of IT.** Doug has over 25 years of operational and managerial experience in all areas of Information Technology including systems integration and strategic planning.



**Michael Nelson, Senior Director of Customer Solutions.** Michael has worked in 3rd-party logistics and fulfillment for all of his professional career, focusing on fulfillment operations, packaging and project management.



**Duncan Thomas, Chief Financial Officer.** Duncan has almost two decades of experience working with and for distribution and warehousing companies in both financial and operational capacities.



**Paul Robbins, Vice President of Operations/West Region.** Paul has over 20 years of leadership experience, working with some of the largest organizations in the transportation and distribution industry.



**Silvia Hernandez, Vice President of Human Resources.** Silvia is a 20+ year Human Resources professional with HR management experience in both the public and private sectors.



**Leslie Barton, Senior Director of Client Success.** With over 20 years of Client Services experience, Leslie works with Amware and customer teams to create fulfillment solutions that drive customer success.

# Working With Amware



Thanks for thinking of us for your logistics and fulfillment needs.

Here's what you need to know about working with Amware:

- To us, you're a big fish, no matter how large or small your business.
- Expect fast answers and fast action. We move at the pace your business requires (usually, that's pretty fast).
- Our team consists mostly of "big company" logistics professionals who came to Amware to build something great, unencumbered by red tape.
- We're in business to serve. If you need to talk to someone on our senior leadership team, just pick up the phone or shoot us an email.

Oh, and we love a challenge. So let us know how we can help your company grow. It's what we do.

Harry Drajpuch  
Chief Executive Officer



# Get Started

We'd love an opportunity to discuss your logistics and fulfillment needs directly. This could be just a phone chat, or a more detailed discussion.

Our logistics experts will sit down with you to learn about your challenges and then, with no obligation, provide you with ideas on ways to drive down costs and improve service in your supply chain operations.

**Arrange a Discussion**



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