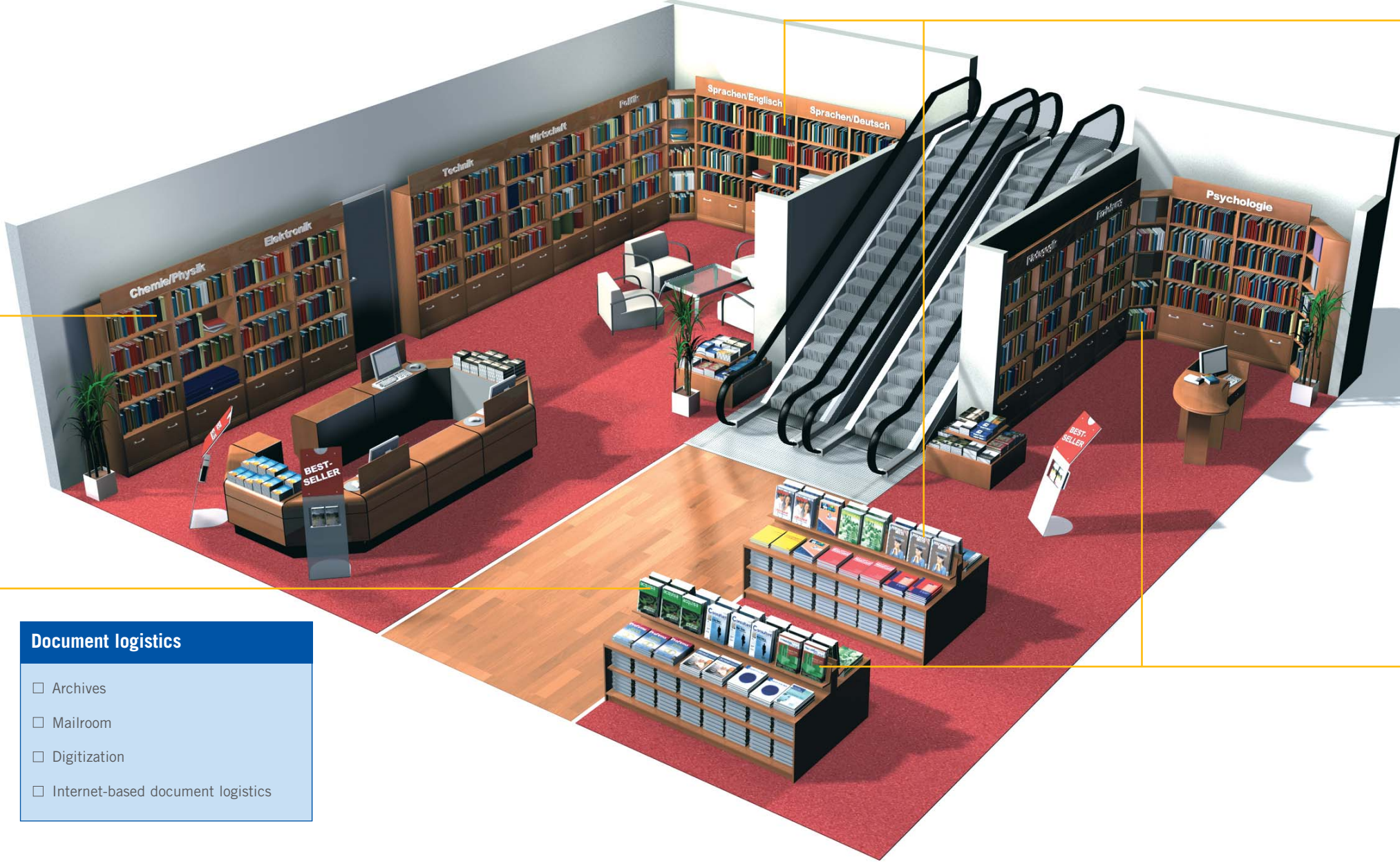


OUR SERVICES

For the media of this world

Rhenus provides specific services for publishers through a dense network of logistics centers, but we may also work from the client's premises. This means we are always strategically placed, with customized solutions incorporating the experience of industrial experts as well as logistics know-how from other sectors.



- Value Added Services**
- Call center for direct/business customers
 - Booking/processing of orders
 - Invoicing to direct/business customers
 - Receivables management/insurance, collection
 - Statement of account
 - Provision of electronic information/recorder system for sales force
 - IT service with statistic evaluation and data warehouse functions
 - Integration of top selling software
 - Computing center operation
 - Other client-specific services

- Document logistics**
- Archives
 - Mailroom
 - Digitization
 - Internet-based document logistics

- Inventory management**
- Warehousing at Rhenus logistics center or client premises
 - Central warehouse
 - Cross docking warehouse
 - Professional production of sales packages
 - Product/job-specific order picking

- Distribution**
- Shipping of books, software and other media products
 - Shipping of blank forms
 - Loose leaf processing as a complete service
 - Subscription/periodicals service
 - Letter shop, sales tool shipment
 - Seminar fulfillment service
 - Transport control
 - Freight/postage bill optimization
 - RFID-assisted container management