

FULLFILLMENT

First-rate fulfillment management services that deliver

If you do business globally, getting your products—physical, digital or both—quickly, safely and cost-effectively to your customers is key to your success. You need a system that works well with your product mix, regional sales volume and other factors specific to your situation.

Digital River's fulfillment services are global, flexible and scalable to meet your unique needs. We provide innovative order management for goods and services, as well as access to more than 65 warehouses around the world.

Digital fulfillment

Digital River offers the most technologically advanced order management capabilities for digital products. We are a leader in digital and employ 1,300+ commerce experts who enable our world-class customer base to process more than two million digital product downloads a year.

Key services: Digital River can provide digital rights entitlement services or can integrate your existing service.

Digital inventory: We manage digital rights inventories, provide audit trails, reporting and account reconciliation/tracking of digital rights dispensed.

Mixed-media transactions: We help you retain customers by making sales transactions as simple and user friendly as possible. Our platforms allow both digital and physical products in one cart and one transaction, eliminating the hassle of two separate carts.

Gifting: Digital River offers the ability to include gifting messaging and third-party recipient info in checkout.

Authenticated downloads: We offer authentication at the content distribution level for cached, very large digital or confidential downloads.

Framework and application logic: We provide full web services framework and application logic for Digital Rights Management (DRM), Digital River revocation, entitlements, asset management and differentiation of new licenses versus renewals.



Acquire loyal customers and upsize your business

- **Devoted customers:** Keep your customers engaged by providing them with outstanding customer service.
- **Customizable:** Fulfill your business' unique needs by using our Digital River-managed model, buy/sell distribution model, or use your existing supply chain.
- **Speed:** Services like direct-to-customer shipment reduce hassle, lower shipping rates and quicken delivery times.
- **Expansion:** Get your product on the market faster, cut down on shipping costs and make customers happier by using our 65+ global warehouses.
- **Simplicity:** Allow your customers to purchase physical and digital products in one simple transaction.

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Physical fulfillment

As a true-end-to-end solution, we support not only transaction processing and merchant and reseller services, but all the complexity surrounding order management. We help our clients deliver 2.5 million shipments to over 100 countries a year.

Sell globally. Deliver locally. With our existing supply chain and more than 65 pre-integrated global warehouse locations, we help you reduce cost, shorten time to market and increase customer satisfaction.

Direct to customer: When you integrate our ecommerce solutions with your global warehouses or systems, you can ship directly to your customers, reducing fulfillment costs and shipping times.

Flexible and scalable options: Our suite of inventory management tools and services include support for pre-orders, back orders, split shipment, inventory reporting and more.

Sales options to fit your needs: We offer three customizable sales models to choose from in which Digital River acts as your reseller and merchant: With our buy/sell distribution model, we buy inventory from your distributor and you make money on the sale. With our pre-built infrastructure, Digital River-managed warehouses ship your products. And the third option is to use your existing structure, giving you complete control.

Multi-sourcing framework: Our highly intelligent routing and sourcing infrastructure allows you to fulfill customer orders from multiple sources of inventory—maximizing margins, minimizing shipping times and increasing customer satisfaction—ultimately leading to greater customer lifetime worth.

With our customizable sales options, multi-sourcing solutions, proven asset management and years of experience, Digital River can fulfill all of your digital and physical management needs.

About Digital River

Digital River, the revenue growth experts in global cloud commerce, helps companies of all sizes build and manage their online businesses, maximize online revenue, reduce costs and minimize risk. Founded in 1994, the company is headquartered in Minneapolis, with offices across the United States, Asia and Europe.

Unlock the value of Digital River to grow your business.

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