



**YOUR ONE-STOP PARTNER FOR ALL  
E-COMMERCE FULFILLMENT NEEDS!**

# Director's Note

CSS eLogix is proud to introduce its comprehensive e-commerce fulfillment and delivery solutions across the UAE, GCC, and international markets. Our tech-enabled model, featuring omni-channel integration and smart warehouses, ensures fast order processing, precise inventory control, and seamless last-mile delivery.

With rapid growth reshaping the e-commerce sector, operational agility and accuracy are more critical than ever. Success in today's e-commerce landscape goes beyond fulfilling orders. It requires a well-structured warehouse supported by advanced ERP systems, ensuring scalability, efficiency, and high customer satisfaction. To stay competitive, businesses must shift their focus from merely investing in e-commerce to strategically enhancing the overall consumer experience.

At CSS eLogix, we align our services to enhance visibility and to integrate seamlessly with your existing platforms. Renowned for our innovative approach, we combine advanced automation with tailored logistics solutions. Our latest offerings—reverse logistics and bespoke knitting services—are tailored to streamline returns and enable product bundling that meets diverse customer needs. With temperature-controlled deliveries, ERP-integrated workflows, and omnichannel capabilities, we provide a unified fulfillment experience supported by real-time tracking and multilingual customer support.

We are committed to building lasting partnerships based on trust, innovation, and shared success. With CSS eLogix, your business is positioned for sustainable growth and a future defined by collaborative excellence.



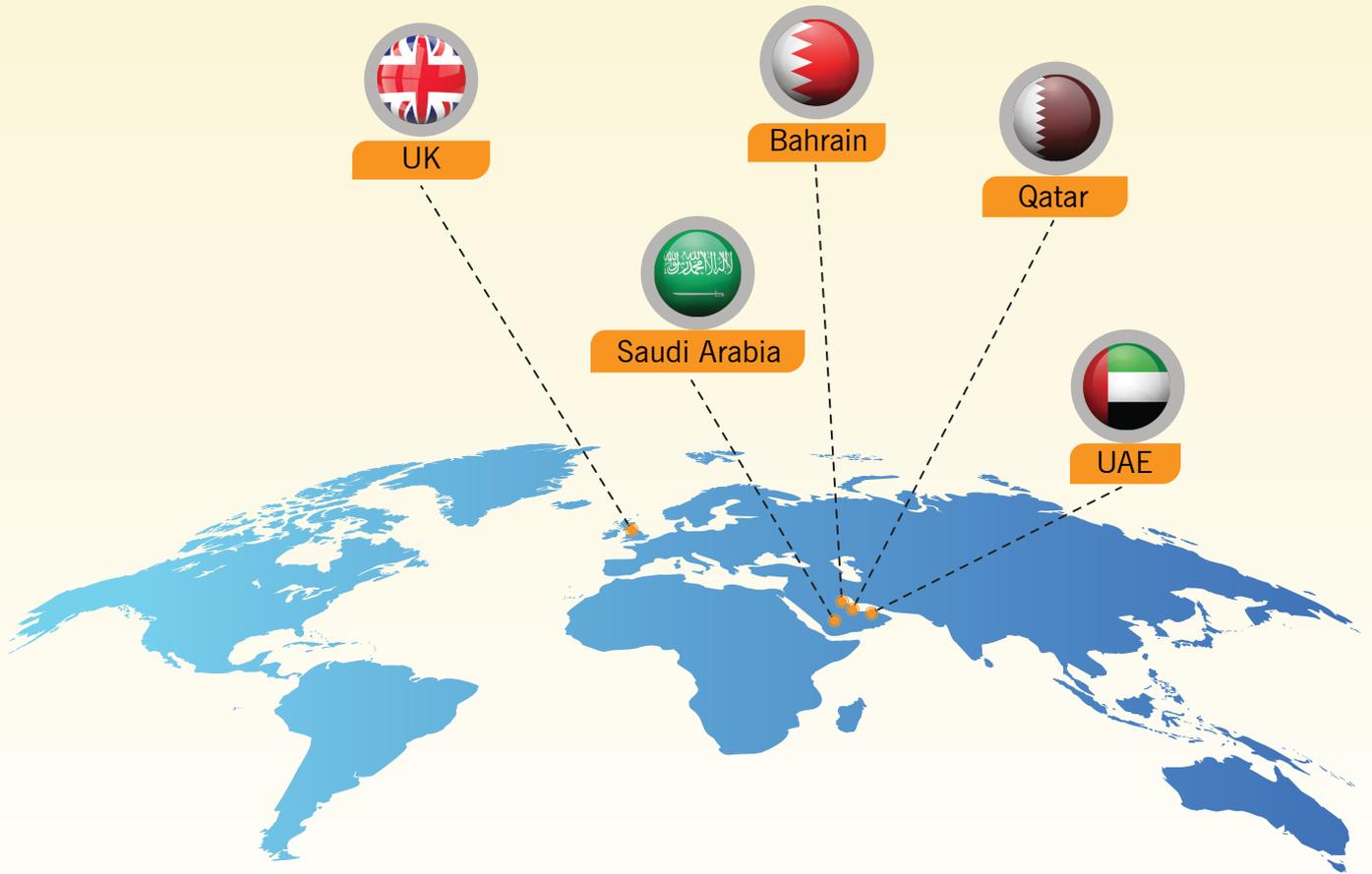
**Dr. Britto Satheesh**  
Managing Director - CSS eLogix

# Why CSS eLogix ?

Welcome to CSS eLogix and with both logistics and fulfillment at your doorstep, we can be your one stop solution to your whole supply chain management. We believe our expertise can make a huge difference to the ever-growing e-commerce industry within UAE and Middle East. Our services are global and with CSS having fully functional depots, eLogix aims to cater to your needs with seamless transitions from the moment you connect with us.



# CSS eLogix Locations



# With CSS eLogix as your fulfillment partner, we help you to:

## • Extend Your Reach

With the range of fulfillment network and last mile partners we possess, greater population can receive your products.

## • Keep Your Focus

With fulfillment taken care by CSS eLogix, our clients can focus solely on business expansion and scalability

## • Lower Operational Costs

Your business OPEX can improve with our omni channel and with those services we provide.

## • Offer Customized Packing

We can customise every order that goes out of our fulfillment service thereby greatly increasing your business portfolio.

## • Software Advantage

Technology makes fulfillment seamless and thus our software is state-of-the-art for your fulfillment requirements.



# Our Warehouse



## Temperature Control Storage

22 - 24 degree

## Freezer

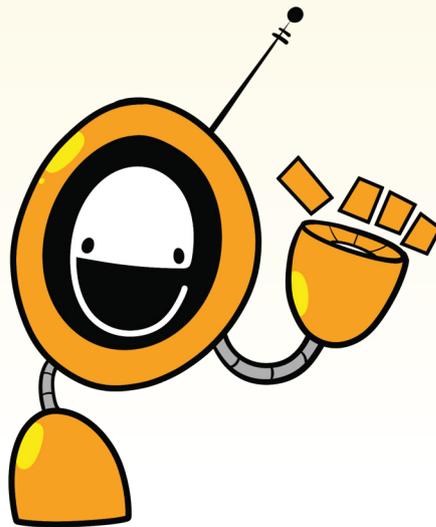
-18 to 0 degree

## Chiller

-5 to +5 degree

# CSS eLogix Mascot

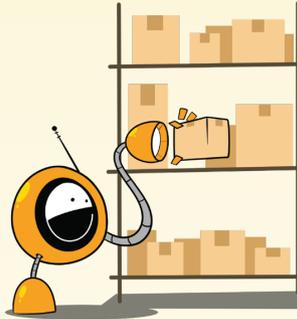
"Our brand story grew with Ti:Me and one could see how she transforms from a sleeping clock bot to a fully functional robot who assist you from the moment order comes in till the time it reaches customer's door."



# “How Ti:Me and CSS eLogix goes from your online store to your customer’s door”

## > Connect

Connect your store and import your products with our dedicated system.



## > Store

We store and manage your inventory in our fulfillment centre.



## > Ship

As soon as the customer places the order, we pick, pack, and deliver either by express (2 hours/ same or next day) or through standard options for international.

“We want customers to enjoy their online purchases and above all we want to enhance their experience when it comes to trusting companies in delivering their goods safely and professionally. We aim to exemplify eloquence, and above all generate a platform suitable for our customers to use with ease and comfort. Our technology seamlessly integrates with online platforms hence leaving end customers with hassle free experience.”

# Your complete one stop fulfillment solution through CSS eLogix

## Express Delivery

4 Hours / Next Day Delivery.

99%

Accuracy Rate In Fulfilling Orders.

## Multi-Channel Fulfillment

Reduced Stock Costs for Clients.



➤ T & C's Applicable

[www.csselogix.com](http://www.csselogix.com)

# Powerful Network of Fulfillment Centres

At CSS eLogix we have a powerful resource pool of growing fulfillment centres and we help you determine optimal inventory placement to improve delivery speeds and reduce shipping costs. Each of our warehouses can be remodelled or scaled to stock additional inventory as and when required, hence giving customer the chance to grow with us.



- Get competitive storage rates for your products
- Simple and clear pricing with no hidden charges
- All our centers offer complete fulfillment services
- Track performance easily for full transparency
- Warehouses are safe and secure with scanners, cameras, and storage racks

# Warehouse Management Solutions (WMS)

**Labor Management**



**WMS Management**



**Bar Code Scanner**



**Scalability**



**Mobile Scanners**



**Automated Invoices**



**Reverse Logistics**



**Drop Shipping**



# Last Mile Delivery Partners

We demand a fast paced, efficient, and transparent workspace at our fulfillment centre and as a result we tend to ensure this ethos are followed even with our last mile partners. Once when an order is picked, packed, and dispatched, the reporting and communication between our last mile partners and our customer service personnel's play a key role in guaranteeing the orders are delivered promptly and accurately. Therefore, we have partnered with multiple courier companies who are pioneers and market leaders in delivery modes, and they help us deliver our goods with the same vision and commitment we share here at eLogix.

Our last mile partners distribution scope extends for local UAE & remote area deliveries, within GCC and internationally.



**Safe & Reliable**



**Provide Delivery Proof**



**Real Time Delivery Status**



**99% Delivery Accuracy**



**On Time Delivery**

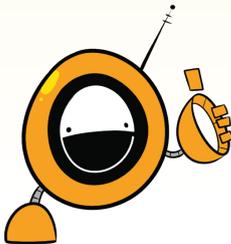


**Multilingual Customer Service**

# API Platforms



# LMD Partners



## **CSS eLogix offers extensive features to our clients for delivering their goods to their customers through the partners we use. Hence our features include:**

- Live interaction with our last mile partner during deliveries.
- Uninterrupted services to remote area zones within UAE.
- Cash on Delivery (COD) options.
- Temperature Controlled Boxes for Product Integrity and Safety.
- Monthly client reporting to help improve last mile partners services through
- business analysis of complaints and error prone deliveries.
- Real time updates on client dashboard for order detail.

## **Innovative solutions**

“While fulfillment used to be about performing receiving, picking, packing, and shipping without error, speed is now paramount both in terms of warehouse operations and the flow of data within the supply chain along with client transparency. When supply doesn’t keep up with demand, or when delivery estimates are too far out, it becomes a major competitive disadvantage in a way that it wasn’t even a decade ago. In pursuance of broadening the spectrum of logistics services, this component details the technology based, scalable and innovative solutions that ensure agreed KPI’s are met from end to end while also providing vital support to clients seeking visibility and a user-friendly experience”.



## API Integration

### Integrate with online platforms

We connect inventory and orders of online stores and e-commerce platforms with our technology using our readily built APIs



## Omni-Channel Management

### Unified Inventory Across All Channels

Manage a single inventory across physical stores, e-commerce platforms, and marketplaces. Our system ensures real-time updates and smooth operations across all sales channels.



## Order Management

### Instant fulfillment

Our technology directs online orders to our dark store nearest to the end customer where the picking and packing is done. These dark stores will be used as crossdocking centers as well.



## Delivery Management

### On demand or same day

We prepare online orders and delivery it in one hour, two hours, same day or as preferred by online stores and e-commerce clients.



## Reverse Logistics

### Easy Returns. Efficient Handling.

We simplify the return process by managing pickups, inspections, and restocking. Our reverse logistics system ensures quick turnaround, reduced losses, and better customer satisfaction.

# End-to-end Customer Experience

We care about the customer experience as much as you and strive to be an extension of your team. From custom branded boxes to free plain packaging, CSS eLogix works with you to provide an unboxing experience you want. We also help you offer the fastest, most cost-effective shipping options to meet your customer expectations.

As soon as an order ships, tracking is pushed back to your store. We also offer return management services, allowing customers to generate return shipping labels and track returns, while getting your products processed and back into your available inventory as efficiently as possible.



# Top ERP Functionalities



Customized client dashboard



End to end flow capture with automated billing module



B2B/B2C omni-channel processing capabilities



LOT management and expiry date management



Multi-level SKU storage options (box, sub box, pieces)



API integration to all E-commerce platform / marketplace / last mile delivery



Multiple LMD delivery option



Trend analytics (sales, delivery)



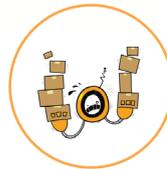
Customer mobile app



Multiple temperature control warehouse options



Stock management-automated email alert



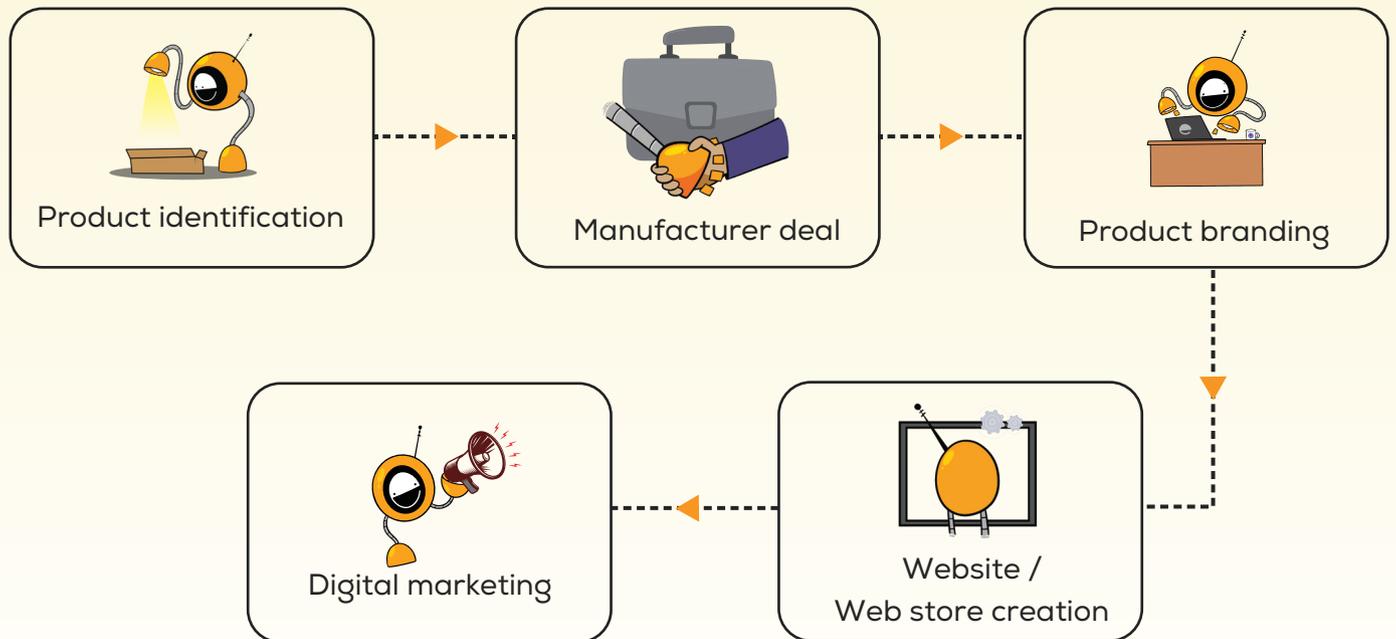
Easy import of goods by ASN upload



Ti:Me BOT assistance

# What You Do?

## Pre Production

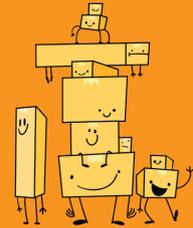


# What We Do?

## First mile



Factory to fulfilment center



Clearance & delivery to FC

## E-fulfilment center operations



API integration



Receiving goods against pre alert



QC & put away to shelves SKUwise



Product upload & live sync to webstore backend

## Online sales



Multiple omnichannel integrations



Live sales data capture



Pick & pack goods within 15 min



Customized packing, Bundling, Promo campaign possible

## Dispatch and delivery



B2B, B2C dispatch with full truck to reefer



3 hrs. express delivery, same day or next day

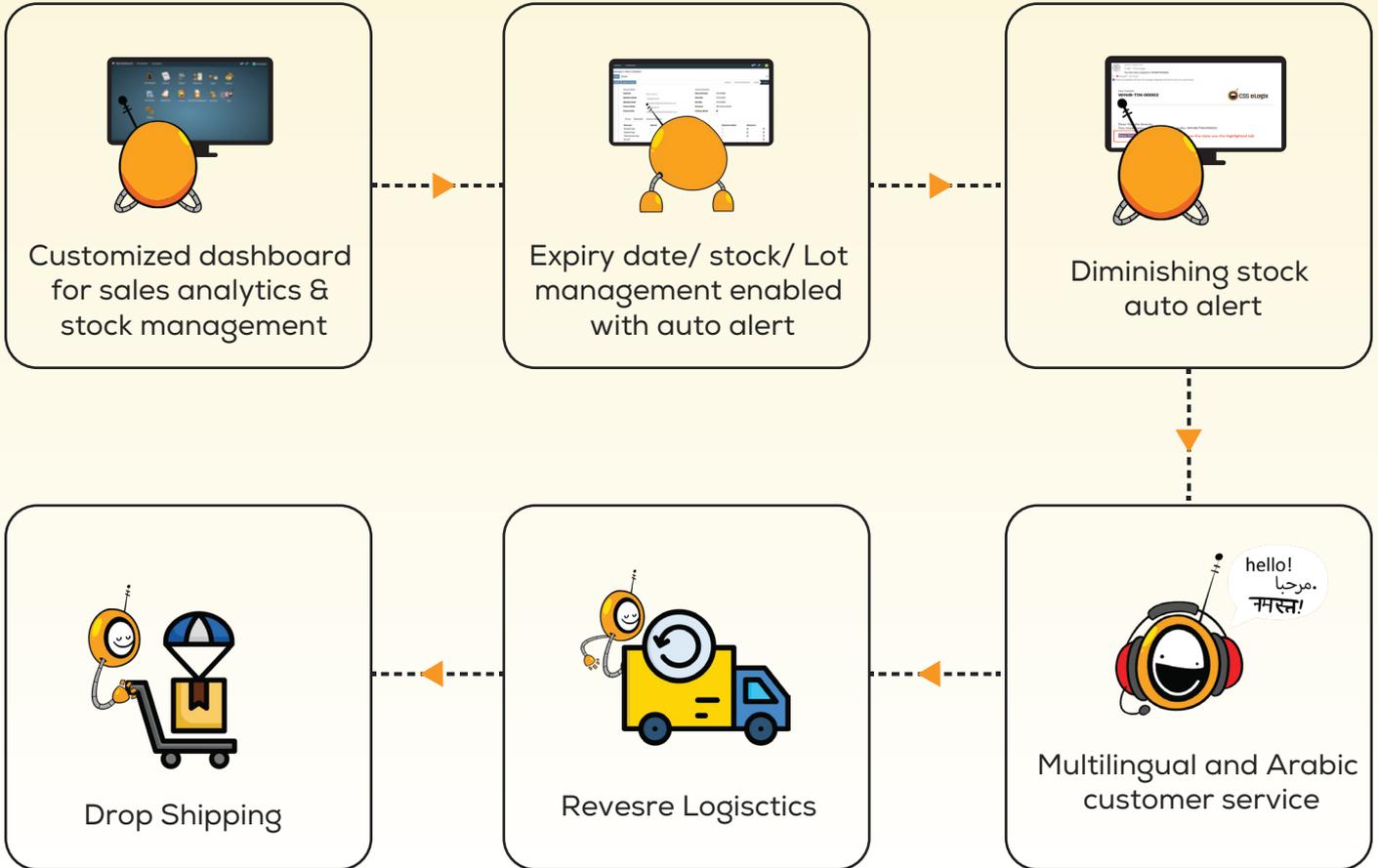


Centralized GCC & international dispatch, deliveries at competitive rates

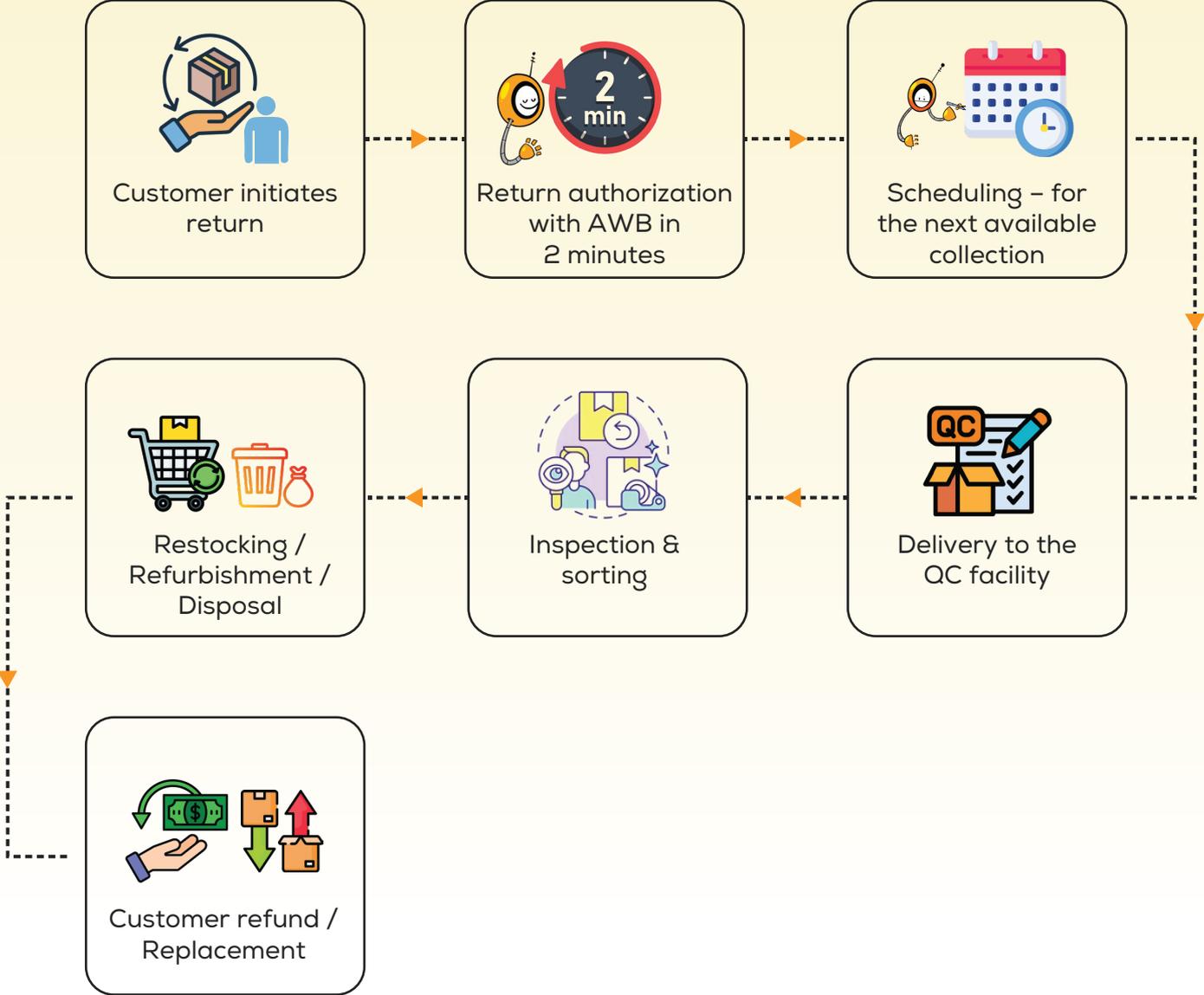


Cash on delivery options

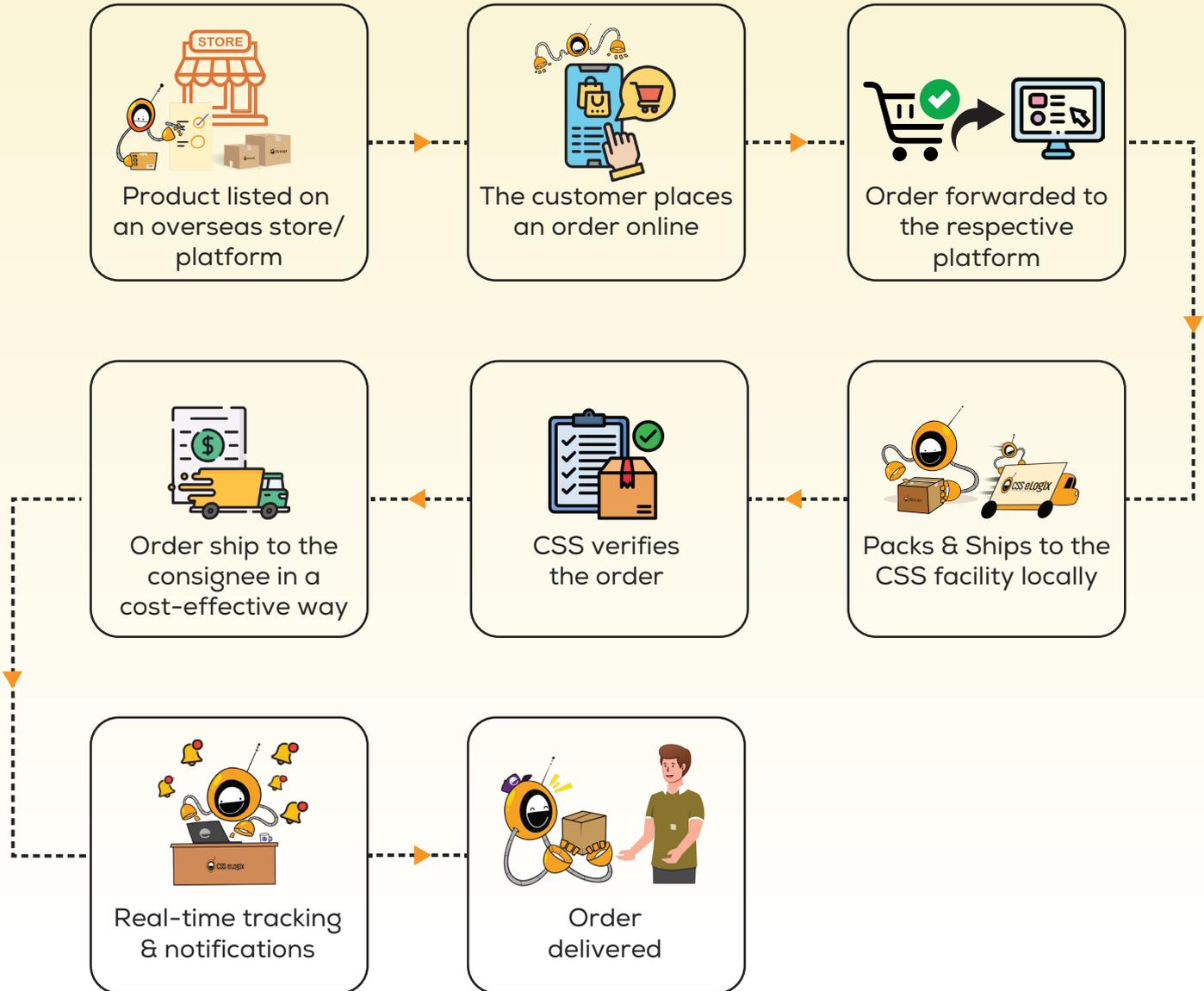
## Value additions



# Reverse Logistics



# Drop Shipping



# Our Technology Platform

We build an e-commerce fulfillment platform to meet the real-world needs of logistics requirements, 3PLs, and fast-scaling e-commerce brands. With extensibility and scalability in mind, we engineered a robust and modular architecture and made a complete fulfillment platform tailored for 3PLs, helping manage diverse ecommerce clients, streamline logistics, and improve customer satisfaction.

## A future ready solution for logistics



### Multi-Brand Fulfillment

- Maintain brand-specific workflows and KPIs.
- Isolate and manage inventory, returns, and SLAs per client/merchant/brand.



### Flexible E-commerce Channel Integrations

- Seamless integration with all major eCommerce platforms, including but not limited to Shopify, WooCommerce, Lightspeed, and Amazon.
- Centralized view of all channel orders.



### Carrier Integration & Dispatch Automation

- Real-time AWB/dispatch API sync with all logistics partners.
- Auto-generate shipping labels, track shipments and handle CODs.



### A Dedicated Client Portal

We provide our clients full access to

- Inbound/outbound order management and status.
- Realtime Inventory level with forecast.
- Billing details.
- An intuitive Dashboard.
- Along with a support ticketing service.





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