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Expert B2B and B2C Fulfilment Services Offered by ILG by [ILGUK](#)

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ILG has a history of more than 20 years in the fulfilment services business. The company was founded by Grant Ashley in 1990 and has grown a sound reputation as an expert B2B and B2C fulfilment services provider.

The company plays a major role in fulfilling e commerce deliveries for a number of providers, and has had to evolve its own techniques to find solutions to the sometimes challenging problems presented by the constantly rising quantity of orders and deliveries required therein.

ILG offers a range of managed fulfilment services for both business to business and business to customer fulfilment. For example, every client is offered an account manager, who effectively becomes warehouse manager and customer services manager – running stock levels in accordance with prior agreements; attending regular meetings with the client; and offering a first port of call for customers with order queries and any delivery tracking problems.

ILG's technology allows its clients to view real time data on stock control, order fulfilment and current stock levels. Additionally, clients can enjoy a suite of customer-facing communications tools designed to make the whole process of ordering from them much easier.

ILG generates email confirmations once the product ordered has been dispatched. The confirmation email comes in the form of a proper web receipt, which shows all relevant order information including the number of items ordered, the individual product codes of items ordered, plus all carrier and shipping bill information.

One of the most important things for a business delivering products to other business and other customers, is to know that those deliveries have completed successfully. This allows for up to date management of ordering records on the company's in house systems.

ILG's own systems update client systems as many as seven times per 24 hour period, with the latest information on proof of delivery completions. Exceptions are logged in a daily report to allow client companies to quickly and efficiently rectify any problems. For instance if you know that one of your deliveries has failed to generate a proof of delivery receipt you can immediately trace your way back along the supply chain to check that it should have gone where it was supposed to, before contacting your customer directly to find out if they have received their items.

One of the major reasons for ILG's trusted performance in both business to business and business to customer fulfilment services is its instigation of a weekly service issues log – which, in compliance with the ISO 9001 series of accreditations, represents an on-going commitment to managing customer service at all levels. The weekly issues log is used to quickly identify any problems or areas for improvement – and is also used to develop ILG's own in house training of its warehouse staff for your business specifically, thus, ensuring that predictable peak and trough times are easily and effectively handled.

ILG's B2B and B2C fulfilment services have been going strong for 22 years and they continue to grow in line with the needs of the industries they serve.

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ILG are a leading provider of a [fulfilment](#) and a [fulfilment services](#) within the UK and work with you to design and implement a bespoke solution that is cost-effective, flexible and reliable.

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