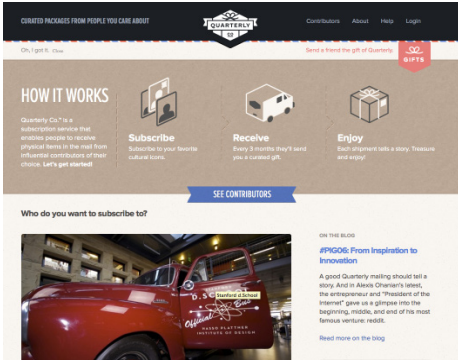


SPREE COMMERCE CUSTOMER SUCCESS STORY:



COMPANY PROFILE

West Hollywood, CA
Established 2011

In a culture that communicates primarily on a virtual platform, Quarterly wanted to create a new way to connect with the people their subscribers follow and find interesting. Through a Quarterly subscription, customers can choose a cultural icon that inspires them and receive a package with an item that inspires who they chose.

It's like a magazine, but instead of receiving words on a page, subscribers receive actual items that tell a compelling story crafted by the contributor.

Visit Quarterly Co - www.quarterly.co



PROBLEM:

Quarterly knows that every order counts. Quarterly's subscribers eagerly await their next boutique gift from their favorite celebrities or cultural icons, and they expect their subscriptions to be filled the right way at the right time. Unfortunately, every retailer invariably experiences fulfillment issues from time to time. Even small changes in your storefront can wreak havoc with your shipper or warehouse. Not satisfied with the status quo, Quarterly sought a platform that could prevent logistics issues from impacting their customers.

SOLUTION

Quarterly used Wombat to integrate their storefront with their shipment provider. Wombat manages complexity for retailers. Every step in a transaction can go through Wombat – intelligently, transparently, and in your control. Equally important, Wombat messages are always confirmed as received and processed. If no confirmation is returned by the store's vendor, Wombat automatically generates an alert, initiating immediate troubleshooting. This allows the retailer to fix any problems before they impact customers.

"I expected Wombat to make my business more efficient by streamlining my store's operations. But it has gone beyond that. Wombat has spared our customers from lost orders, and spared us from losing customers."

- Mitch Lowe
Chief Executive Officer



RESULTS

Orders that would have been lost without Wombat are now preserved. As is typical for an online retailer, Quarterly is often making changes large and small to its storefront and products. Those changes sometimes have unintended effects, and Quarterly has experienced instances where they have caused a mismatch with the inventory SKU's that its shipper has in stock. Without Wombat, those orders would have been lost, and the problem would have remained undiscovered until customers called to complain. But Wombat catches those problems, and it alerts Quarterly to the errors, enabling Quarterly to fix those issues and reprocess the orders before the customers are impacted.