



At Total Service Company, we have national coverage with experienced retail merchandisers. We have built a reputation in the industry of developing the in-store relationships to achieve all of our customer's service goals.

We are a full-service organization specializing in merchandising, product servicing and relationship building on a store level with national retailers and we are skilled in all areas of retail merchandising. Our service extends beyond just placing product on a shelf. It involves ongoing effort to keep the product on the shelf in a presentable manner to increase sales. We are the experts in the products we service and can quickly pick up new product information to relay to stores. Our team members maintain a first name relationship with District Managers, Store Managers and personnel. We also help you build and grow your relationships with the buying teams and merchants. This relationship helps you get more of your product in the stores and on the shelves.

Total Service Company is the premier service agency, dedicated to providing the highest level of service. We have over 25 years experience working with retailers. We understand the products, the systems and the needs of the stores. We are also proven to be capable of handling large scale, high profile projects in every buying category.

NEED HELP?

We are the experts.

217 Jamestown Parkway Ste. 3
Brentwood, TN 37027
122 Cedar Ln
Chattanooga, TN 37421
Brentwood: 615-377-2377
Chattanooga: 800-866-2342
E-mail: totalservicecompany@cchassociates.com



need help?

We've Got Your Answer!

It is with great pleasure that we introduce you to the retail merchandising services offered by Total Service Company, the retail service specialists for the new millennium. Total Service Company is the leader since 1993 and during that time we have grown and developed into a trusted partner with several major retailers, their Vendors and Manufacturers.

TEL : 615 - 377 - 2377

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Services Provided

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• DISTRIBUTION CENTER SERVICES INCLUDING UPC RELABELING

With team members strategically placed near Distribution Centers, we can quickly handle relabeling or product issues and inspection at the DC.

• PLANOGRAM REFRESH AT BOTH STORE AND CORPORATE LEVELS

Buyers are now asking vendors to assist in execution of the new POG at the store level. Our team of highly trained associates are experienced in setting planograms and can ensure yours are executed perfectly in the store.

• POINT OF PURCHASE MATERIAL DISTRIBUTION AND PLACEMENT

Just mailing your POP doesn't ensure it is put up in the store. Our team can insure this is done to get the information about your product in the hands of those that need it.

• SEASONAL TRANSITION INCLUDING VENDOR BUYBACKS

We regularly perform buybacks for vendors to ensure the product is pulled, packed and shipped properly and completed to all guidelines. We can even provide warehousing services if necessary.

• PERSONNEL TRAINING AT STORE AND DISTRICT LEVEL

Our relationships with the managers enables us to provide ongoing training on product each time we are in the stores. We also arrange training with district managers, and participate in "DEMO DAYS" performing demonstrations of the product with the customers.

• NEW STORE OPENING AND RELOCATION PRODUCT SETUP

We are deeply involved in each new store for TSC. Our team sets several high profile sections of the store and provides training for various products.

• REGULAR STORE VISITS FOR PRODUCT CHECKUP AND RECOVERY

Our team of retail specialists are in the stores on a regular basis. On every visit we recover the planograms, address pop outages, help the managers with damaged product and provide one-on-one training to the store personnel. This level of service provides vendors with the following results:

- Reduction of out-of-stocks
- Product knowledge training
- POP implementation
- Real-time reporting
- Planogram implementation
- Increased speed-to-shelf
- Sales increases

• ASSEMBLY OF PRODUCT AT STORE LEVEL

Products sell better when out of the box. Each of our team members are trained and skilled at assembling even the most complex products.

• SPECIALTY DISPLAY WORK

Do you have a special display for your product? Need to make sure it is displayed properly in the stores? We have a great track record of specialty racks.

• RETURN TO VENDOR (RTV) AND DEFECTIVE PROCESSING SERVICES

With warehouse facilities specialized in processing RTV and Defective merchandise, we can eliminate the need to deal with issues that may arise in a retail distribution center.

• DISPOSITION OF NON-PERFORMING PRODUCT

As part of the buyback process, we can help you with disposition of your product. Our warehouse facilities can process, package, and help with either returning it to your facilities or liquidation to another retailer or buyer.

• PARTS AND WARRANTY WAREHOUSING AND SERVICES

With a centrally located warehouse, and staff trained for parts and warranty orders, we can assist you in developing and implementing a parts and warranty program without having to invest in expensive facilities or overhead.

• VIS AND SUPPLY CHAIN MANAGEMENT

Total Service Company offices are strategically located next to our customers. Our office staff works with VIS and Supply Chain every day to help our vendors keep their products on store shelves and at the DC. This involves:

- Sales
- Inventory
- Open PO's
- Forecasting
- Replenishment information

For additional information, questions or references, please contact:

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