

BacScience Selects Rapid Fulfillment for Cold Chain Peptide Fulfillment and Rapid Phone Center for Peptide BPO Services

BacScience expands its infrastructure with specialized cold-chain logistics, peptide dropshipping, fulfillment and peptide-focused customer support.

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BacScience.com **, a research-focused provider of bacteriostatic water and laboratory research resources, today announced that it has selected ** RapidFulfillment.com ** to provide cold-chain-aware fulfillment, dropshipping and specialized peptide logistics, and ** RapidPhoneCenter.com ** to provide peptide BPO, customer service, sales support and back-office services.



The relationships give BacScience specialized infrastructure across two critical areas of its growing operation: **fulfillment and customer experience**.

“

Rapid Fulfillment and Rapid Phone Center give BacScience the specialized infrastructure to scale while maintaining the quality, transparency and customer experience our research community expects.”

Dr. Alicia Chen, Head of Quality Assurance, BacScience

Rapid Fulfillment will support BacScience with temperature-aware fulfillment workflows where required, inventory management, order fulfillment, dropshipping and scalable shipping operations. Rapid Phone Center will support customer-facing operations through customer service, order assistance, lead follow-up, sales support, abandoned-checkout recovery, retention and back-office services.

“BacScience is being built around transparency, research

and operational quality,” said **Dr. Alicia Chen, Head of Quality Assurance at BacScience**. “That philosophy cannot stop at the product itself. It has to extend through inventory handling, fulfillment, shipping and customer support.”

Specialized Cold Chain and Peptide Fulfillment

BacScience selected Rapid Fulfillment in part because of the specialized logistics requirements associated with the peptide and research-product market.

Unlike conventional ecommerce fulfillment, temperature-sensitive research products can require specialized storage, packaging, shipping, inventory controls and documented handling procedures.

Rapid Fulfillment provides ** [cold-chain-aware peptide fulfillment](#) **, including refrigerated storage where documented product requirements call for it, temperature-aware packing, expedited shipping, lot and batch organization, inventory management, labeling and ecommerce integrations.

Rapid Fulfillment can support **2–8°C refrigerated storage where applicable to documented product requirements**, along with temperature-aware packaging and expedited shipping workflows.

“Quality assurance does not end when a product leaves a supplier,” said Dr. Chen. “Storage, handling, fulfillment and transportation are all part of the operational chain. We wanted a fulfillment partner with infrastructure designed around the requirements of this market.”

BacScience Adds Dropshipping Capabilities

BacScience will also utilize Rapid Fulfillment's peptide dropshipping and white-label fulfillment capabilities.

Under a dropshipping model, qualifying ecommerce orders can be routed into the fulfillment operation, where approved products are picked, packed and shipped according to the brand's configured workflow.

Rapid Fulfillment supports blind dropshipping, white-label fulfillment, client-owned inventory and hybrid programs combining stocked inventory with dropship products.

The model provides BacScience with additional flexibility to expand its operations without having to replicate specialized warehousing and fulfillment infrastructure internally.

Rapid Phone Center Selected for [Peptide BPO Services](#)

BacScience has also selected **Rapid Phone Center** to provide specialized **peptide BPO services** supporting customer communications, sales and business operations.

Rapid Phone Center provides outsourced customer-service and sales-support infrastructure for peptide, research-product, telehealth and ecommerce businesses.

Services available to support BacScience include **phone, email, chat and SMS customer service, order assistance, inbound sales support, outbound lead follow-up, abandoned-checkout recovery, customer retention and back-office support**.

“Rapid Fulfillment gives us specialized logistics infrastructure designed around this category, while Rapid Phone Center gives us the ability to build scalable customer-support operations alongside it,” Dr. Chen said. “Together, they give BacScience a stronger operational foundation for growth.”

Connecting Fulfillment and Customer Experience

The combination of Rapid Fulfillment and Rapid Phone Center allows BacScience to create a coordinated operational structure connecting ecommerce, fulfillment, dropshipping and customer support.

Customer inquiries can be handled by trained support personnel while ecommerce orders move into specialized fulfillment workflows. Inventory can be organized according to established SKU, lot and batch procedures, with products packed and shipped according to applicable program requirements.

For BacScience, the objective is to build infrastructure capable of scaling alongside its expanding research platform.

“Customers see the website and the product, but there is an entire quality and operational infrastructure behind every order,” said Dr. Chen. “Our objective is to build that infrastructure correctly from the beginning while maintaining the standards and transparency we want associated with BacScience.”

About BacScience

BacScience.com is a research-focused ecommerce and educational platform providing research-grade bacteriostatic water and laboratory research resources. BacScience emphasizes product transparency, testing documentation, batch traceability and research-focused educational content.

BacScience products identified as **Research Use Only (RUO)** are intended strictly for legitimate laboratory and research purposes and are not intended for human or veterinary use.

About Rapid Fulfillment

****RapidFulfillment.com**** is a third-party logistics and ecommerce fulfillment company providing warehousing, inventory management, pick-and-pack fulfillment, dropshipping, cold-chain-aware logistics, labeling, packaging and ecommerce integrations.

Rapid Fulfillment provides specialized peptide fulfillment, cold chain fulfillment and peptide dropshipping services for research-product businesses, including refrigerated storage where applicable, temperature-aware shipping workflows, lot and batch organization, blind dropshipping and white-label fulfillment.

About Rapid Phone Center

****RapidPhoneCenter.com**** is a business process outsourcing company providing customer service, sales support, lead follow-up, order support, abandoned-checkout recovery, retention and back-office services.

Rapid Phone Center provides specialized Peptide BPO Services for companies operating within the peptide and research-product markets.

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