

ShipHero Fulfillment is the Answer to Your eCommerce Fulfillment Needs

ShipHero Fulfillment offers a fully outsourced fulfillment solution that's as easy to set up as 1-2-3. Our 3-step process lets your team make a seamless transition from the headaches of in-house picking, packing and shipping to the zen state of a full-service fulfillment solution.

ShipHero Fulfillment Has:

- ✓ 7 Owned and Operated Warehouses Across North America
- ✓ Over 100 Million Packages Shipped
- ✓ 4.9 Star Rating on Shopify



ShipHero Fulfillment is Different

ShipHero's full-service fulfillment solution is easy-to-implement, making the time between start to ship quick and easy. Our step-by-step process makes the transition to ShipHero Fulfillment seamless.




HOW IT WORKS

- Step One: Receiving**
Once you've chatted with one of our Fulfillment Experts and decided that ShipHero is right for you, you **create a shipping plan**. After it's approved by ShipHero, the next step is to **send your product** to our warehouse. Don't worry about needing to distribute your inventory - ShipHero's Fulfillment team handles that for you. The warehouse team receives your inventory and inputs it via the ShipHero mobile app interface.
- Step Two: Storage**
After the warehouse receives your inventory, our team gets to work **storing your products**. Using barcodes, products are stored by SKU in easy-to-access locations to make picking quick and efficient.
- Step Three: Pick, Pack and Ship**
This is where the fun begins. Once an order is received, the pickers get to work, picking your orders, scanning barcodes for accuracy and delivering the goods to the packing stations. A packer then doublechecks the order accuracy, packages the order, prints the label and places it in the **designated carrier pickup** bin.

The **tracking number** associated with the order passes back through the system and into your storefront's order management system (OMS) so that your customers can track the status of their package.

But When Will It Ship?

ShipHero Fulfillment understands that your customers expect quick turnarounds. These are our [shipping windows](#) and should be communicated to your customers

	Standard Shipping	Expedited Shipping	Overnight Shipping
Shipping Speed	3-5 Business Days	2 Business Days	Parameters are specific to each client.
Cut-Off Time/Date	Orders shipped same day M-Th, if placed before 12pm EST	Orders shipped same day M-Th, if placed before 12pm EST	
		Orders placed on Friday will typically deliver on Monday	
Available Carriers	USPS, UPS, FedEx, DHL, GLS	FedEx, UPS	FedEx, UPS

Holidays are observed and not considered available shipping days

But Wait ... There's More

If only every order was sent and received with no worries. But, in the world of eCommerce fulfillment, that's just not reality.

HOW SHIPHERO FULFILLMENT HANDLES RETURNS

As a ShipHero Fulfillment client, you can receive access to an i-Frame to place on your customer-facing site for easy [returns management](#). Customers start the return process, generating a RMA that syncs to the original order.

Here's what happens next ...

1

Returns Process - Step One: Receiving

The [customer return](#) is received at the warehouse. The RMA is scanned, pulling up the original ordering information.

The item is then checked for a barcode and examined for any surface damage. If it is resellable, it's prepped for putaway. Damaged return items are designated for disposal.

2

Step Two: Storage

Using ShipHero's Putaway feature, the item goes back into inventory, reshelfed with similar SKUs. It is now ready for picking for the next order. It's the eCommerce version of the Circle of Life.

ShipHero Fulfillment is All About Now

Your products, inventory and orders update in real-time throughout the day. When an order is placed, it is pushed to the warehouse so the team can pick, pack and ship. Here's a few more things you should know about the "right now" benefit of ShipHero Fulfillment.

1. Once your store (via Shopify, Woocommerce, etc.) is **connected to ShipHero Fulfillment**, your products and inventory instantly push to the system.
2. Once an order is placed, that information is pushed to the warehouse as it happens. There is no scheduled "push;" it's a constant feedback loop.
3. Your inventory is immediately updated so there's no chance of overselling an item.
4. Charges associated with **ShipHero**, including postage and storage, are generated every 24 hours and charged to the credit card on file.

ShipHero Fulfillment Means Pushing Your Brand Forward

ShipHero is dedicated to making the lives of our clients easier. That means making onboarding simple; the transition seamless; and the day-to-day management of your eCommerce business a no-brainer.



We are Experts at Outsourced Fulfillment

Our team of fulfillment experts are ready to bring you onboard, and end your days running to the post office or tracking down packing tape. Let ShipHero Fulfillment answer all your fulfillment needs.

If you would like to find out how to become a Fulfillment client, please click [HERE](#).

If you want to find out more about ShipHero, please visit our website at www.ShipHero.com.



Ops Process



1

Step One: Receiving

Create & submit your Shipping Plan

ShipHero approves Shipping Plan

Product is received at a ShipHero warehouse and scanned into our warehouse management software (WMS)

2

Step Two: Storage

Product is stored in pickable locations (barcodes/SKUs used for accuracy)

3

Step Three: Pick, Pack and Ship

Pick

- Order is received from your storefront
- Order is pushed to ShipHero's picking team for fulfillment
- Items are picked and scanned and removed from your 'available inventory'
- Picked orders are pushed to packing stations

Pack

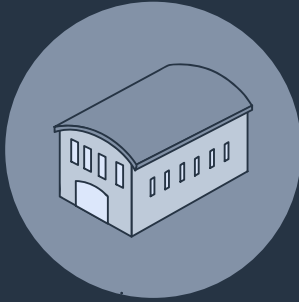
- Orders are weighed and packed in the material of choice
- Packing material is sealed, a shipping label is generated and applied, and pushed to the correct carrier bin for pick up

Ship

- Carrier-specific tracking number is pushed into ShipHero's WMS and then pushed to your store platform
- Carrier picks up the package
- Shipping Speeds
 - Standard (3-5 days), Expedited (2-day), and Overnight
 - USPS, UPS, FedEx, DHL and GLS
 - Same day shipping available if orders are placed Monday-Thursday before 12pm EST
 - Holidays are observed and not considered available shipping days

ShipHero Return Process

STEP ONE: RECEIVING



- ✓ **Customer return** is received in the warehouse
- ✓ The item is opened, checked for a barcode and inspected for damage

STEP TWO: PUTAWAY



- ✓ Barcode is scanned to determine item location
- ✓ Item is putaway in designated location to be picked for the next order

ShipHero Fulfillment is Real-Time

- ✓ Once your store (via Shopify, WooCommerce, etc.) is connected to ShipHero Fulfillment, your products and inventory are instantly populated in the system.
- ✓ Once an order is placed, that information is pushed to the warehouse as it happens. The information is updated in real-time. There is no scheduled “push.”
- ✓ Your inventory is immediately updated so there’s no chance of overselling an item.
- ✓ For **ShipHero billing**, including postage and storage, costs are generated every 24 hours and charged to the credit card that is on file.