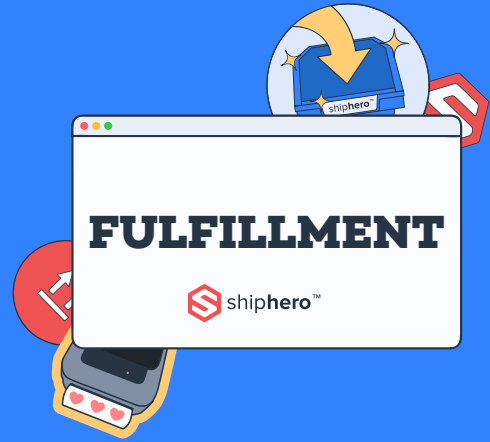


Welcome to ShipHero Fulfillment

We're so glad you're here.

The ShipHero Team is ready to help orient you to what to expect as a new Fulfillment client and walk you through some of the most common questions and answers you might have.

And don't forget - the first thing you have to do is set-up your Shipping Plan. For details on how to do that, click [HERE](#).



New Client Checklist

- Receiving Guidelines (including Scheduling Freight)
- Contacting Support
- Troubleshooting FAQs



Receiving Guidelines

This provides an overview of ShipHero Fulfillment's receiving guidelines including receiving times and how to schedule freight.

Scheduling Freight

- All freight deliveries must be scheduled with freight@shiphero.com or by calling 646-847-0347
 - LTL shipments need to be scheduled at least 24 hrs in advance
 - FTL and containers need to be scheduled 48 hrs in advance
 - Small parcel does not need an appointment
- If no scheduled appointment, the delivery may be refused plus a "no appointment fee"

Freight Receiving Guidelines

- We only receive inventory weekdays, Mondays-Friday, between 7 am - 3 pm warehouse local time.

Labeling Requirements

Small parcel

- Each box must have the ShipHero Fulfillment box label visibly placed on outer boxes

Pallets

- Each pallet must have the ShipHero Fulfillment pallet tag visible
- If mixed pallets (more than 1 SKU on a pallet), this must be indicated on the pallet tag

Units

- Each unit must have a SKU associated
 - Each unit must arrive at the warehouse barcoded
 - If barcodes are not matching expect delays on the receiving times
-

Receiving Timeline

< 6 pallets (includes small parcel)

- Between 3-5 business days from arrival (longer during Peak Season)

> 6 pallets

- Up to 7 business days from arrival

More than half a container but less than a full container

- Up to 10 business days from arrival

Full container

- Less than 2 full containers: up to 14 business days from arrival

Each shipment that arrives must have a shipping plan associated with it in your account.

More full details regarding ShipHero's Receiving Guidelines, including information on HazMat and Lots & Expiration dates, please click [HERE](#) for our full Knowledge Base article.

Contacting Support

At ShipHero Fulfillment, we know how important it is to get an answer from Client Support when you need it. Here are the best ways to contact our Support Team.

Clients have access to ShipHero Fulfillment Support through our ticketing system.

SF App

- Log in to sfapp.shiphero.com
 - Click on the "Help" button on the left side panel
 - Submit a ticket
 - To access previously submitted tickets, click [HERE](#).
-

Self-Help Resources

- Visit our [Help Site](#)
 - Watch ShipHero [YouTube Videos](#)
 - Email fulfillment@shiphero.com
-

API Resources

If you're looking for support for our API functionality:

- Visit [API Resources](#)
- Visit our [Developer Community](#)

For full details on contacting our Client Support Team, please click [HERE](#).

Troubleshooting FAQs

ShipHero Fulfillment Support wants to empower you to understand and solve issues that may arise. Below is an overview of some of the most common troubleshooting questions we answer, especially from new clients.

How to Place Orders on Hold

To read the full Knowledge Base article, please click [HERE](#).

- In the ShipHero Dashboard go to Orders
- Select the Order you wish to put on hold
- From the order detail page go to the top right - the blue dropdown button will give you the option to place the order on hold

How to View Open Support Tickets

To read the full Knowledge Base article, please click [HERE](#).

- Log into sfapp.shiphero.com
- Visit ShipHero's Support Portal [HERE](#)
- Click on your name in the upper right hand corner
- Select "My Activities"

We Know You're Going to be Awesome

ShipHero is ready to help you and your brand achieve growth and success.

Please reach out to us if you need anything, [HERE](#). We look forward to working with you and having a long successful partnership, let's get shipping!

