Fulfilment Plus
FULFILMENT MADE EASY

Onboarding Process

1. Fill in a credit application and start the onboarding process

2. Complete our quick process questionnaire so that we have a good understanding of all your processes, requirements and exceptions

3. Build your packaging portfolio with us, this determines how we pack your products on despatch. We work back from the receiving or unboxing experience of your customer so ensure we understand your brands message. We want to encourage you to use sustainable or recyclable packaging materials in this process.

4. Receive a copy of our Service Level Agreement to review, aiming to sign before Go-Live

5. We set up your account on Carton Cloud, ensuring set up matches your expectations and configure freight rules within Starshipit. We also set up Xero.

6. Complete our Product Master Upload template. Note SKUs must match the SKU names in your Ecom store.

7. Share your Ecom store URL, and provide store credentials so we can install the Carton Cloud App.

7. We will build SOP's for managing your account based on the information you provide.

8. The despatch area in our Fulfilment Centre is set up, and packaging is ordered. The warehouse team gets trained on your SOPs

9. Customer Service is set up in our CMS - this is where tickets will be managed by the team

10. We will organise freight providers to collect your stock and drop to our warehouse

11. Your stock will be receipted into our systems. Once all stock is receipted, we will switch on the Ecom integrations

12. Go-Live!!

13. Hypercare starts from day one and lasts for a minimum of a week, as we ensure everything goes to plan for you.

14. Sit back and relax, whilst we take care of your fulfilment!