CLOUD COMMERCE: advantages of fulfillment

Fulfillment from **Cloud Commerce** is a complex of services for acceptance, storage, picking, packaging, delivery of goods and processing of returns, sales support through an automated contact center, delivery to distribution centers of marketplaces, to retail outlets or to the final to the recipient.

Our commitment: to provide a transparent and comfortable service in accordance with the highest quality standards through the automation of all logistics processes and access to information in real time. SLA (service level agreement) - 99.8%

Our goals:

1. Ensure a constant increase in your sales through high quality and speed of customer service, optimal inventory management.
2. Reduce logistics costs of our customers throughout the entire supply chain by at least 10% by consolidating manufacturers, suppliers, wholesalers and retailers in geographically dispersed warehouses.

Who is the service for?

- for sellers on marketplaces, classifieds, social networks (OLX, Rozetka, Kasta, facebook, Instagram, etc.);
- for online stores;
- for MLM companies (tele and catalog sales);
- for suppliers of retail chains, as well as individual retail and service outlets (shops, beauty salons, etc.);
- for banks and companies with a network of branches that need to organize the supply of subdivisions with stationery, consumables and packaging materials, tea, coffee, water;
- for everyone who needs to organize sorting, packing and delivery of souvenir products to customers.

What services do we provide?

- We accept goods individually, in boxes, pallets with multiple controls during acceptance, placement, picking and packing each item.
- We check the quality of the packaging of goods at the time of receipt, place them in safekeeping.
- We form a product card with a description and photo.
- We complete orders. If necessary, we fill in warranty coupons, supplement with advertising products, draw up accompanying documents.
- We mark with tags and stickers in accordance with the requirements of retail, ecom, marketplaces, logistics operators.
- We manage stocks of goods in a distributed network of warehouses.
- We provide support for sales and delivery through an automated contact center.
- We organize dispatch and control of delivery through express delivery operators using our wholesale discounts. There is a possibility of self-pickup of orders from the warehouse, as well as courier delivery in Kiev.
- We process the return of goods.
- We provide a return of cash on delivery.

What product groups do we work with?

- Outerwear, underwear, haberdashery: dust-free zones, complex processing scenarios.
- Electronics: restricted storage areas.
- Cosmetics: guaranteed positive temperature.
- Bijouterie, jewelry: selection areas for small goods.
- Office, packing materials.
- Household appliances (small, medium and large): racks, floor storage.
- Garden and household equipment, tools: power racks in the selection area.
- Tires / wheels: specialized containers.
- Water, tea, coffee in a package.
- Souvenir products.
- Books.

What are our advantages?

- Management of services in the website and through the API, reporting in real time.
- Acceptance of applications until 18:00 with sending the same day.*
- Working with serial numbers, goods with storage and sale periods.
- Organization of sales from / to the territory of Ukraine, Turkey, the European Union (fast delivery 1–4 days).
- Providing multichannel sales - websites, marketplaces, social networks, retail stores, phone sales, catalogs.
- Ensuring the constant availability of goods using a multi-warehouse management system.

Do you need to order the whole range of services at once?

No, you can choose any list of services that suits you.

Where is the warehouse located?

The warehouse is located at Vyshneve, Kyivo-Svyatoshinskiy rayon, Promyslova st., 10. We collect applications, prepare the opening:

- left bank of Kiev (Ukraine), Istanbul (Turkey);
- Odessa (Ukraine), Warsaw (Poland);
- Kharkiv and Dnipro (Ukraine).

What is the cost of services?

Operation	Weight / dimensions	Price, uah/un. inc.VAT
ACCEPTANCE OF GOODS AND RETURNS		
unloading, reception, placement	≤1 kg	1.85
(piece/box/pallet)	>1 kg … ≤30 kg	5.50
	>30 kg … ≤60 kg	7.50
	>60 kg	13.50
STORAGE		
for 1 calendar day	≤1 kg	0.10
(piece/box)	>1 kg … ≤15 kg	0.16
	>15 kg … ≤30 kg	0.35
	>30 kg ≤60 kg	1.62
	>60 kg	6.50
for 1 calendar day	120x80 cm	6.50
(pallet)	>120x80 cm	9.60
PICKING		
selection, sorting, control,	≤1 kg	1.85
transfer to the courier service, self-pickup	>1 kg … ≤30 kg	5.50
(piece/box/pallet)	>30 kg … ≤60 kg	13.50
	>60 kg	15.00
CROSS-DOCK: order/return		
unloading, reception, placement, picking,	≤15 kg	16.00
shipment/transfer of orders to the courier service;	>16 kg … ≤60 kg	19.00
qualification, shipment of returns	>60 kg	25.00
ADDITIONAL SERVICES		
Creating a product card		6.50
Identification of unlabeled goods		6.50
Manual registration of documents for shipment		5.00
Completion of the order with advertising materials		1.85
CONTACT CENTER		
Call to the recipient, minute		3.50
Info line (questions / answers), minute		3.50
Telephone sales		10.00
PACKAGING AND LABELING SERVICE		
box, stretch, package, bubble wrap	≤15 kg	14.00
	>15 kg … ≤60 kg	17.00
	>60 kg	23.00
additional packaging of fragile goods		by appointment
sticker printing		0.50
sticking		0.50
PACKAGING MATERIALS		
box, package, stretch / bubble wrap, filler		by appointment
pallet	120x80 cm	75.00
PHOTOGRAPHY OF GOODS		
for the web, the length of the maximum side of the product	≤40 cm	30.00
for the web, the length of the maximum side of the product	>40 cm	50.00
for the WMS		20.00
3D shooting, the length of the maximum side of the product	≤40 cm	250.00

How to contact us?

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Sell more, we'll help!

Cloud Commerce team