

Lead / Customer Questions:

1. What's the actual product that you're selling/shipping? Tell me about your business.
2. Are your operations B2C, B2B or are you shipping for internal purposes?
3. How many orders per month are you shipping?
4. What channels are you selling on?
5. How many SKUs do you sell?
6. Are your products barcoded? (not mandatory, but definitely preferred)
7. How much storage space do you require (in pallets)?
8. What are the general weight/dimensions of the products (this isn't mandatory, but it helps deliver a better proposal)?
9. How are you shipping now? Is there pain-points (if yes, address these and how we would fix)?
10. How soon are you looking to move?

Frequently Asked Questions:

What kind of fulfillment services do you provide? Do they have experience with our line of products?

Full-range: Pick/pack, wholesale, pallet-in-pallet-out, Crossdocking, etc!

Where is the location of your warehouses and headquarters?

Fort Lauderdale, FL

Will your warehouse and contact center be synchronized with my e-Commerce site to provide real-time updates on inventory levels and order activity?

Yes, our proprietary inventory management system "All-In-View" integrates via API will all shopping carts including Woo to automatically "push" and "Pull" information automatically with your Woo cart. Order receiving is a fully automated process and this is all included in the base setup fee. For some carts we can also integrate so that the inventory levels are automatically updated as well (Shopify).

How do you handle an unexpected large volume of orders?

Because of our size, we're able to shift resources if needed to answer spikes in demand.

Do you have systems and processes in place to ensure pick/pack accuracy?

Yes, by default we scan product barcodes at packout to ensure accuracy. Our pick/pack process has three (3) QA checks before the box closes.

Do you have minimum and maximum volumes you handle?

No, there are no order minimums are JMF, however there is a flat base fee for your account each month. This varies based on your needs but it's typically \$315 - \$450 per month. This includes up to 10 hours of account management and access to our cloud based Warehouse Management System (WMS).

What facilities do you have on the west coast?

We only offer the services out of our Fort Lauderdale, FL facilities, although because of the great shipping methods we have access to transit times/prices are not an issue.

Are your warehouses air conditioned?

Yes, all of our facilities are air conditioned below 78 degree F.

Which shipping companies do you use? Do I pay you or the shipping company for shipping?

We have relationships with all major carriers. You can use our discounted shipping rates and freight is simply included on your monthly invoice, or you can use your own shipping account and we will ship your products using that account on your behalf.

Can you provide shipping quotes?

Yes, if you'd like specific shipping quotes, please provide a sample package size and dimensions.

How quickly do we ship orders?

We ship same-day on orders received by 3:00pm EST. Some exceptions may apply for B2B or palletized orders.

Are discounts available the more we ship?

Absolutely, the more you ship the more discounts we can find.

Do you supply boxes and packing materials?

Yes, we supply everything you need at discounted rates. If you wish to use your own packaging you may, however it's stored/billed as an additional product for packout purposes.

Would we be able to get a LTL quote on a shipment? If so I can follow up with shipment details.

Yes we can provide an LTL quote, please provide a sample W/D's and delivery address ZIP (or we can pick 4 random ones).

Who will I need to contact primarily should I use your services? Where are they located?

Every JMF client gets their own dedicated account manager who would be based in our FL headquarters.

What is your policy for products damaged while in your warehouse? What is your policy for products damaged during shipping?

We take great lengths to care for the products in our warehouses and all of our facilities are maintained to the highest standard. Product in our warehouses have never been damaged or destroyed due to negligence or acts of nature, but your existing insurance will apply to your products stored in our facilities as long as you list our address as an additional location. Products damaged during shipping are the responsibility of the carrier and your JMF account manager will work with the carrier to collect the maximum amount for damages or lost product.

What processes do you have in place to enhance the customer experience?

Our array of policies is designed to maintain the high-level of customer service that you establish without interruption. This includes same-day shipping, automated "Shipping Confirmation" emails sent to your customer and using top-tier packaging supplies with good presentation.

In case there is a mistake, do you have a service guarantee? How do you handle mistakes?

We have a rigorous quality-assurance process that applies to every order, however in the case of errors we keep detailed records of every action to source the problem and resolve it as quick as possible.

What insurance coverage will I have? What insurance do you use and what coverage will it provide my products?

We can't technically insure your products, because we don't own them – so your own insurance will apply to them. You can insure your products in our facilities by listing our address as a 2nd location. For shipping insurance, this is handled by the carriers and we can ship orders with insurance applied if you request.

Do you have minimum contract lengths?

No, our agreements are monthly.