



Fulfillment Accuracy and Speed Help Solve Customer Service Nightmare

Problem

JERF, a start-up organic foods company based in the Northeast, was experiencing ongoing errors and poor customer service with the firm providing their order fulfillment. Customers were receiving the wrong orders, and shipping delays occurred frequently, causing JERF to spend an inordinate amount of time and inconvenience dealing with the resulting customer service nightmare.

Organic food is becoming an ever-larger player in the food marketplace, and innovative products are eagerly sought after and potentially very profitable. For a company such as JERF, customer service, including timely and accurate product fulfillment, is crucial.

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Solution

After conducting an online search for fulfillment centers integrated with Shopify, JERF contacted Verst Fulfillment and was impressed by the knowledge and professionalism displayed by the Verst staff from the very first phone call. In fact, Verst was able to develop a transition plan without the need for JERF management to arrange an in-person visit to the Verst facilities.

In a matter of a few short weeks, Verst handled the integration of JERF systems with Verst, as well as the logistics of getting the inventory in-place and ready to meet the ongoing sales demand, without any significant down time or customer service issues.



Results

The Verst transition from the former provider, according to JERF management, demonstrated first-rate capabilities in all the areas that JERF had experienced problems with their original provider:

- On-boarding
- Responsiveness
- Fulfillment speed
- Order accuracy.
- Proactive account management

Additionally, JERF appreciates the ability to speak to a real person on the few occasions when a phone call has been required. JERF management know that they can always count on getting someone on the phone when they call, not just a recorded message.

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About Verst Fulfillment

Strategically located in the key Midwest shipping corridor, Verst Fulfillment gives you access to 1-2-day ground delivery to over 85% of the US population. Verst guarantees 100% of orders are shipped same day with 100% order accuracy. Whether your business is Omni channel, B2B or B2C, Verst partners with your organization to design a custom fulfillment solution for your business success.

About Verst Logistics

Verst is an Inbound Logistics Magazine Top 100, asset-based, third party logistics and packaging provider serving business-to-business customers for over 50 years. Our business is to provide your business with the logistics and packaging resources that help you extend your capability to better serve your customers.

Verst offers seamless ERP, e-commerce and shopping cart integration.



shopify



Magento™



BIGCOMMERCE



amazon



Verst

LOGISTICS

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