

Here's your **Order Fulfilment Experts** **Info Pack**



Everything you need to know - from who we are and what we do, to how we work and how to get started.

**Fulfilment
is what we
do.
Brand
Experience
is what we
deliver.**

Welcome to Order Fulfilment Experts!

If you're here, it's likely because you've realised fulfilment isn't just a back-end operation; it's a direct extension of your brand. Every parcel you send is a customer experience, and every detail matters.

We don't believe in transactional relationships or "computer says no" processes. Instead, we work alongside you as a true partner; understanding your brand, your customers, and what makes your business special.

Our role is simple: to protect and elevate your brand experience at every touchpoint, while giving you the freedom to focus on growth.

MEET SAM

Hi, I'm Sam Anderson, founder of Order Fulfilment Experts (OFEX). My journey started early, leaving school at 16 and working across roles in France; from opening a satellite office for a UK manufacturer to leading the international buyers division at Abbey National France. These experiences shaped my passion for business, people, and global operations.

After returning to Kent, I managed a small private post office to help a family member where I discovered a growing community of home-based businesses struggling with fulfilment. Seeing the gap, I launched OFEX to provide a service that truly understood and supported their needs.

Today, OFEX has grown into a trusted fulfilment partner for eCommerce brands looking to scale with ease. We're focused on helping ambitious businesses grow faster and smarter; because we don't just ship parcels, we support the people and visions behind them.



Sam Anderson

Founder, Order Fulfilment Experts

CORE SERVICE

B2C Fulfilment

Direct-to-consumer done with care and 100% accuracy. From fast-scaling brands to established premium names, every parcel lands perfectly.

CORE SERVICE

B2B Fulfilment

Bulk orders to retailers and other businesses. Pallet-level logistics to boutique deliveries, handled with equal care.

CORE SERVICE

Storage

High-security, CCTV-monitored storage in our Kent warehouse. Charge only for space used - never for empty racking.

CORE SERVICE

Stock Management

Complete inventory conducted on arrival. Real-time stock levels, re-order notifications, barcode scanning throughout, and meticulous stock rotation.

CORE SERVICE

Product Assembly

Bundling, bagging, gift-packing, kitting - whatever your product requires before it ships, we handle it.

CORE SERVICE

Amazon Prep (FBA & FBM)

We know Amazon's requirements inside and out. Inventory ready to retail standard, without a single sticker out of place.

CORE SERVICE

Packaging of Fragile Goods

Trained staff and strict internal procedures for fragile and unusual goods. Specialist packaging for products that need extra TLC.

BESPOKE

You Name It, We Can Do It

Tissue paper for a Selfridges POS display, handwritten notes in gift bags, fantasy postmarks, sourcing specialist tools. If it helps your brand, we are on it.



Order Fulfilment Experts have, without a doubt, improved our business in ways that stretch well beyond financial ones. I feel 100% confident trusting them with our reputation because, to put it simply, they care. In bucketloads.

-Ian Mitchell, Managing Director, Discworld Emporium



Working with OFEX means more than outsourcing fulfilment; it means gaining a partner who is fully invested in your brand. These are the standards we operate by every day; clear, measurable commitments designed to give you complete confidence in how your orders are handled, your customers are treated, and your business is supported.



Radical Transparency

Zero hidden fees. Zero ongoing management charges. Your own 24/7 login to view stock, orders, and costs in real time. Bespoke work is time-tracked and reported. No surprises. Ever.



Your Dedicated Virtual Team

A named team, not a call centre queue. Every client gets direct access to real people who know their brand, their stock, and their quirks. Questions get answered by someone who actually knows the answer. No "computer says no." No passing you from pillar to post.



Built for Your Growth

Same-day despatch is our standard, not an add-on. 100% order accuracy guaranteed, or your money back. Orders received before 1pm are despatched the same day as standard. Later cut-off times available. Scale from anywhere in the world.



We Genuinely Care

We treat your brand as our own. The first physical experience your customer has must be perfect. 100% money-back guarantee on everything we do. That is how confident we are.

Technology at OFEX isn't an add-on; it's part of how we deliver a seamless, transparent partnership. Everything is designed to give you complete visibility, control, and confidence, without added complexity or hidden costs. From real-time data to direct access into the warehouse, you stay fully connected to your operations at all times.

ORDER MANAGEMENT SYSTEM

Mintsoft OMS - Free to Clients

- 24/7 login on any device
- Real-time stock, orders, and cost visibility
- Automated stock sync across all channels
- One-click shipping labels
- Barcode-driven picking and packing
- RMA returns tracking
- Open API for custom integrations

ACCOUNTING

Xero Integration

Mintsoft connects directly to Xero so every invoice line is visible, transparent, and reconciled automatically.

TIME TRACKING

Harvest App

All bespoke time spent on your account is tracked via Harvest. Reports are shared so you always know exactly what you are paying for.

LIVE ACCESS

Google Meet Warehouse Link

A permanent, live link into the warehouse is available to you every working day. Check in whenever you need to.

PLATFORM INTEGRATIONS - ALL FREE



All pricing is tailored to your specific requirements; no two brands are the same, and neither are their fulfilment needs. You will never encounter hidden fees or unexpected charges. What follows is a clear, transparent overview of how our pricing works, so you always know exactly what you are paying for.

SERVICE	PRICING BASIS	NOTES
Order Fulfilment	£0.72 to £43.20 per order	Varies by complexity and time to pick and pack. Based on time and motion study.
Storage	£66 per picking rack per month	One rack = 60cm deep x 180cm wide, up to 2.5m tall. £0.87/cu ft - below industry average.
Bulk Palletised Storage	£2.25 per week	Available from our new container storage facility for replenishment stock.
Setup Fee	Free of Charge	Your initial goods-in and set-up is free of charge. It covers receiving your opening stock, checking it, labelling it and building your picking faces. Any further goods-in after that is billed at our standard hourly rate. Quicker (and cheaper) when stock arrives well presented and clearly labelled.
Management Fee	None	Zero. No ongoing management charges.
Integration Fee	None	All platform integrations are provided free of charge.
Weekend Onboarding	Free	We work over the weekend to integrate your account at no cost.

A note on pricing: Because every client is different, all quotations are tailored. We are happy to talk through your requirements and provide a detailed, competitive proposal. Book a free introductory call to get started.

From first conversation to fully operational in five straightforward steps. Most clients are live within two weeks of agreement.

1

Initial Chat and Quotation

We talk through your business requirements, volumes, and any bespoke needs. We send a detailed quotation and provide trial login details for Mintsoft OMS so you can explore it yourself.

2

Visit and Agreement

Visit our warehouse in Kent in person, or take a virtual tour. Meet the team, bring product samples if possible. We e-sign an agreement outlining our mutual commitments.

3

Stock Move - Friday is Ideal

We work over the weekend to integrate everything free of charge. No downtime, no disruption. Your business keeps running while we set everything up behind the scenes.

Weekend integration is free

4

Go Live - Monday Morning

You are fully operational first thing Monday. Daily WhatsApp contact with your buddy team and daily despatch reports from day one. Zero downtime.

Zero downtime guaranteed

5

Regular Reviews - Every Three Months

We proactively keep in touch and review our partnership every quarter to ensure you are happy and to identify how else we can support your growth.

This is where partnership becomes practical. From despatch timelines to accuracy standards, these are the operational commitments your business can rely on every day. Clear, consistent, and designed to keep your orders moving smoothly while protecting the experience your customers expect.

Unique Differentiator

Saturday Fulfilment

We fulfil orders on Saturdays, with Royal Mail collecting at midday. Orders placed on Friday evening can potentially reach your customers by Sunday.

WORKING HOURS

Hours of Operation

- **Mon to Fri:** 7:30am - 4:30pm
- **Saturday:** Until midday (Royal Mail collects at noon)
- Open door visits: Tue-Fri, 10am-3pm
- Formal meetings by appointment

DESPATCH GUARANTEE

Same-Day Despatch

Orders received before 1:00pm on a business day are despatched the same day. Later cut-off times are available where required. This is our standard - not a premium add-on.

COURIERS

Our Courier Partners

- ✓ We recommend a courier based on your parcels, weight, and destinations, but you're always free to use the one your customers already trust.
- ✓ We work with (almost) all couriers; domestic and international options.
- ✓ Standard/tracked post: Royal Mail

ACCURACY

100% Accuracy Guarantee

If an order is not 100% accurate, we refund the fulfilment fee, issue a call tag, and cover the cost to re-send the correct item. No quibbles.

RETURNS

Returns Management

Returns handled swiftly via our Freepost returns address and RMA system within Mintsoft. Quality control follows your specific instructions, with photographs where assessment is subjective.

Location

Where are you based?

Rochester, Kent. Less than 2 hours from Felixstowe Port, equidistant from Dover, Folkestone, Gatwick, and Heathrow. Just 40 minutes by train from central London.

CAPACITY

How much can you handle?

15,000 sq ft of operational space, with scope to double. No minimum volume. Maximum: we have despatched 40,000 orders in a single week during a flash sale.

INVOICING

When are invoices raised?

Monthly for storage. Fortnightly for fulfilment services. Payment terms are 14 days.

CONTRACTS

Am I locked in?

No long-term contract. Cancel anytime. If cancelled within the first month, the service ends at that month's close. After month one, three months' notice applies.

MISTAKES

What if something goes wrong?

We record and investigate every error, update our internal procedures to prevent recurrence, and correct any mistake at our own cost. 100% money-back guarantee, always.

BRANDING

Can you use our branding on packaging?

Yes. We can apply your company logo to all despatch notes and documentation, or fully white-label. White-labelling is recommended for high-value items, particularly at Christmas.

GET IN TOUCH...

The best way to find out if we are a good fit is to talk. Here is how to reach us.

BOOK AN INTRO CALL WITH SAM

[BOOK A CALL HERE](#)

WEBSITE

www.orderfulfilmentexperts.co.uk

EMAIL

info@orderfulfilmentexperts.co.uk