verde
FULFILLMENT USA

JOB DESCRIPTION

Position: Quality Control Associate
Type: Part Time

WHO WE ARE

Our company specializes in managing e-commerce orders and delivering goods all over the world. Being a subsidiary of MyUs (www.myus.com) allows us to be in close partnership with the largest online retailers in the U.S. and abroad. Those partnerships give us direct access to their nationwide fulfillment centers and warehouses.

Our goal is to enhance each customer's experience when they place their order on the e-Commerce platforms that we service. Essentially – we act as the middle point between buyers and sellers by making sure that both parties are satisfied with their transaction.

We make sure that all the products are as described, pictured, and that they meet the quality expectations. This process saves the e-commerce industry billions of dollars that are spent on processing returns due to incorrect items or poor quality orders.

WHAT WE DO

We collaborate with many e-commerce platforms, from small – at home-operated online stores, to major multi-billion dollar corporations. And of course, we simply cannot forget to mention one of our top partners – Amazon.com. On behalf of Amazon, we act as Quality Control Hub for newly registered Amazon sellers, and sellers with an "above the average" customer return rate. This is a cost-cutting technique for Amazon, and is best described as follows:

Amazon receives a product that is garanteed to match all the requirements

New or High Return Rate Sellers

Ship out the goods to Amazon

Upload your inspection data through your control panel

You recive the goods and Perform a Quality Control Inspection

Sends their goods for a Quality Control Inspection

It is a well-known fact that most of the products that we purchase on Amazon.com every day – are not actually sold by Amazon, but rather sold "on" Amazon by third parties. There are two types of sellers on Amazon:

    1. FBM sellers (Fulfilled by Merchant) – where an item is being sold on Amazon but actually fulfilled by the merchant himself.

    2. FBA sellers (Fulfilled by Amazon) – where a merchant or anyone who wishes to sell on Amazon can send in their goods directly to an Amazon warehouse and have it fulfilled by Amazon itself whenever the item is sold.

SPECIFICS OF THE JOB

Our main workload is focused on FBA sellers. Most of the newly registered FBA sellers are required to send in their product to a Quality Control center for inspection prior to the product being stored and sold on Amazon. Also, some current sellers with an above-average customer return rate are required to periodically send in their products for Quality Control. Quality Control is being done for the following reasons:

➢   Confirming that it is a safe product to be stored at the Amazon warehouse, making sure that it is not flammable or hazardous.
➢   Making sure that the product is in good condition (not damaged or broken).
➢   Making sure that the product is as described/pictured.

After performing a Quality Control – all the data is sent out for review. Upon the completion of the review process, we are provided with an Amazon warehouse destination for the reviewed product.

We deal with Amazon sellers with different products from various categories. Some sellers are manufacturing their own products, others resell goods that were purchased from other platforms at a discount. We divide our Amazon seller into 3 categories:

● Resellers that have purchased their product on other e-commerce platforms and are selling it on Amazon.com for a profit.
● Someone that is selling an unwanted gift, or a product that they have ordered by mistake and cannot return at the store.
● Professional sellers. Are usually sellers that have a below the average return rate. Most of the time they are ordering products from other e-commerce platforms, and are reselling them on Amazon for a steep discount (at times for no profit or a loss) in order to get more positive reviews and decrees their customer return rate.

Due to the fact that many sellers order their product on third party e-commerce platforms for resell – you will be receiving their orders directly from those stores and with the client's name as the recipient. Also, due to the resell strategy of some Amazon sellers that choose to order their products directly from other e-commerce platforms – you will be required to remove and recycle all the packing slips and original receipts from all the packages. This is done to ensure that future buyer on Amazon.com will not receive a product with an incorrect invoice from a different ecommerce platform.

PAYMENT

- The first month of the work will be your probationary period.
- For each processed order/package you will be paid $40.
- During your probationary period, you would be receiving less than the average number of packages so you'll get approximately $40-200 per day based on a part-time position. This is done so that you could gradually get used to the required workload.
- You will be receiving an average 135 packages a month and earning $30 per hour plus bonuses.
- You will be paid on a monthly basis.
- The number of packages that you will be receiving will depend on two factors: processing speed, and inspection quality. And will be automatically determined by our algorithm.
- If there are any delays with previous orders/packages - our algorithm will stop sending new orders
- If your processing speed and inspection quality are above average - you will be placed on top of the receiving list and will notice an increase in incoming orders.

DAILY TASKS

1. Receive packages alt: your own address.
2. Open and examine all incoming packages/orders.
3. Remove previous packing slips/invoices.
4. Input your inspection data.
5. Contact your supervisor in order to receive instructions and Shipping Labels.
6. Arrange to ship (both drop-off and pick-up) via USPS. UPS, and FedEx (Shipping Labels will be provided).
7. Keep a record of all the shipped and received orders.

ACCOUNTABILITY

Following our policies, procedures, and regulations, you will be responsible for handling and facilitating product shipments to Amazon. You will be required to manage delivered goods with accuracy, efficiency and time planning. Managing the flow of orders requires an ability to multitask, in order to coordinate delivery pick-ups and drop-offs for your orders. Also, you will be required to quickly manage any delivery delays, such as Quality Control issues, damaged or improperly packaged goods.

REQUIREMENTS

- Basic computer skills - you will need to access your Control Panel and input your Quality Control data. Download and print your Shipping Labels.
- Ability to present information to your supervisor effectively.
- Ability to apply commonsense understanding to carry out detailed written or oral instructions.
- Ability in dealing and managing delivery issues.