

MYFBAPREP | WHITE-GLOVE FULFILLMENT FOR HIGH-GROWTH BRANDS

Our Promise: Maniacal Focus on Customer Success

We turn logistics into your moat. Every process, human touch, and line of code is engineered for speed, accuracy, and proactive problem-solving so you can pour energy into brand growth—not box moving.



Why We're Different

Aspect	Traditional 3PL	MyFBAPrep White-Glove
Footprint	Single warehouse, rigid capacity	100-node global network; spin-up in days, scale on demand
Support	Ticket portal, 24-48 hr SLA	Real-time Slack/WhatsApp with Covey (Head of CS) + on-site AM team
Ownership	Prep only	End-to-end: Amazon, DTC, B2B, returns, recalls, A-Z claims
Data	Static reports (weekly)	Preptopia™ live dashboard, predictive analytics, custom KPI packs
Innovation	Fixed SOPs	Workflow engineering, kitting & cold-chain built in hours

White-Glove Service Blueprint

Below is how we execute white-glove logistics, and why each element moves the needle for you.

01 Custom Installation

What it is:

Purpose-built node (or multi-node mesh) configured for your SKU profile, channel mix, temperature band, and retailer routing guides. Includes dedicated racking, blocked dock doors, and branded QC zones.

Why it matters:

Slashes inbound stock lead time by 40%+, guarantees FIFO integrity, and keeps co-packing off the critical path so marketing launches on schedule.

02 Dedicated Success Team

What it is:

Cross-functional pod: Covey (Head of CS), Senior Account Manager, Ops Analyst, and Shift Supervisor embedded in the facility.

Why it matters:

Single-threaded ownership means issues are swarmed in minutes, not days, driving a <0.02 % defect rate and near-zero chargebacks.

03 24/7 Communication Stack

What it is:

Private Slack & WhatsApp channels with live photo/video, automated milestone webhooks, and an emergency hotline answered <60 sec.

Why it matters:

Real-time visibility prevents “black-hole” inventory scenarios and lets your team redirect units on the fly to avert stock-outs.

04

A-Z Marketplace Management

What it is:

FBA shipment creation, carton/pallet labeling, ASN reconciliation, Seller Central KPIs, stranded/blocked listing triage, and A-Z claim resolution.

Why it matters:

Protects Buy Box share, keeps IPI above 500, and eliminates Amazon fines that erode margin.

05

Data, Forecasting & Planning

What it is:

Preptopia™ live inventory views, demand curves, and exception alerts plus 90-day rolling forecast models. Weekly scorecard + monthly QBR

Why it matters:

Aligns procurement with real consumption, trims working-capital tied in stock by up to 25 %, and surfaces replenishment triggers before they become fire drills.

06

Continuous Optimization

What it is:

Monthly process -improvement audit, warehouse + customer QBRs, and strategic weekly syncs with your team; value-stream maps and root-cause analysis on misses; workflow re-engineering baked into SOW with no change fees.

Why it matters:

Creates a closed feedback loop between brand, warehouse, and CS team, ensuring priorities stay aligned, unlocking compounding efficiency gains (8-12 % YoY cost decline) and capacity headroom without capex.



Technology Stack

- Preptopia™ Platform: Order routing engine, lot & expiry tracking, API hooks to Shopify, Amazon, Netsuite, and custom ERPs.
- AI-Assisted QA: Vision system flags label, barcode, or carton variances in real time.
- Predictive Analytics: Machine-learning forecasts feeding dynamic safety-stock buffers and workforce scheduling.



Onboarding Milestone Checklist

Milestone	Key Activities	Owner	Deliverables	Target Timing
1-Contract Signature	Countersign MSA & SOW, set up billing profile	Legal & Finance	Fully-executed agreements	Day 0
2. Kick-Off & Discovery	Requirements deep-dive, data capture, success criteria definition	Account Manager + Client Ops	Kick-off deck, RACI, project timeline	Day 1-2
3. Data & Systems Alignment	Exchange API/EDI credentials, spin up Preptopia™ tenant, map ASN/EDI templates	Solutions Engineer	Sandbox connectivity, integration checklist	Day 1-5
4-Facility Configuration	Slotting plan, racking & label schema, packing-station layout	Warehouse GM	SOP draft, visual workstation map	Day 3-7
5. Workflow Validation	Receive test pallet, run outbound test, perform cycle-count audit	Ops Analyst + Client QA	Signed test report, defect log (zero critical)	Day 5-10
6. Readiness Review	Lock KPIs, finalize escalation matrix, go/no-go decision	Head of CS + Client Lead	Readiness sign-off doc	Day 10-12
7.Go-Live	First production inbound, outbound orders flowing	Fulfillment Team	Live order dashboard, shipment tracking	Day 12-14
8- Hyper-Care	Daily stand-ups, KPI watch, rapid issue swarming	AM+ Client Ops	Hyper-care report, transition plan to steady-state	Week 1-2 post go-live

*Business-day targets assume timely client inputs and no scope changes.

Proof We Deliver

- <0.02 % FBA defect rate across 12 M+ units last year.
- 99.8 % on-time ship SLA—even during Q4 peaks.
- Clients unlocked 3 net-new revenue channels on average within six months via multi-node model.
- Winner: 2024 Business Intelligence Group “Excellence in Customer Service” Award.

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MyFBAPrep feels like an extension of our ops team—proactive, data-driven, and genuinely obsessed with our success.

Enterprise CPG Client

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