

General Charges

Prices are subject to change

Services	Detail	Units	Pricing €	Pricing £	Details
Onboarding <200	Less than 200 SKU's	Per website	FREE	FREE	Administrative work required to onboard a client, flat fee
Onboarding 200+	200 plus SKU's	Per SKU	€1.95	£1.66	Administrative work required to onboard a client, flat fee
Onboarding stock intake		Per Hour	€40.00	£34.00	Initial stock in take, receipt, booking in, putaway & location set up
Onboarding Integration Partner	Once part of the listed partners		FREE	FREE	Up to 6 hours, after which reverts to hourly integration rate, one integration free per onboarding
Integration	Integrating with external platform	Per hour	€95.00	£80.75	Hourly rate
Integration Work	Additional work requested	Per hour	€95.00	£80.75	Hourly rate
Mgmt Meeting	Mgmt meeting up to 30 mins	Per Person	€80.00	£68.00	Staff from our management requested to attend a client requested meeting
Mgmt calls	Mgmt meeting up to 30 mins	Per Person	€80.00	£68.00	Staff from our management requested to attend a client requested meeting
Manual invoicing	manually creating invoices	Per invoice	€10.00	£8.50	Invoicing which requires manual intervention by our staff due to lack of automation
Campaign Admin Charge	Charged per SKU	Per SKU	€115.00	£97.75	Outbound order campaign where volume is plus 50% of average volume and requires planning, resourcing to agreed timescales
Warehouse labour rate	Work requiring general operative labour	Per hour per person	€40.00	£34.00	Client agreed in advance work which requires fulfilment centre staff
UK Pallet delivery	IRL to UK Pallet Delivery admin per order	Per consignment	€110.00	£93.50	IRL to UK pallet delivery arrangement, customs, HS code, courier and follow up
IRL Pallet delivery	UK to IRL Pallet Delivery admin per order	Per consignment	€110.00	£93.50	UK to IRL pallet delivery arrangement, customs, HS code, courier and follow up
Batch Mgmt inbound	Capturing batch information on goods inbound	per unit	€0.10	£0.09	Capturing the batch number required by the client when product in inbound, must be through QR code or barcodes
Batch Mgmt outbound	Capturing batch information on goods outbound	per unit	€0.10	£0.09	Capturing the batch number required by the client when packing for dispatch, must be through QR code or barcodes
Stock take	Full stock take of all stock in the FC		POA	POA	Full stock take of all stock in the fulfilment centre, date & times agreed, based on time and labour rate
Stock disposal	Disposal of stock at clients request	Per job	20%	£0.17	Disposal of stock charged at disposal cost plus 20% admin fee
Offboarding	Charged per SKU	per SKU	€1.95	£1.66	Administrative work required to offboard a client. All other charges apply
Customer Service					
Customer Support <5%	Less than 5% tickets against orders		FREE	FREE	included in monthly support charge
Customer Support 5%+	More than 5% tickets against orders		€3.33	£2.83	€3.33 per ticket up to 5 minutes per ticket
Customer Support Package 1	Between 5-10% tickets, 10% discount				10% tickets against orders is assumed against average order, with a 10% discount applied, charged monthly
Customer Support Package 2	Between 10-20% tickets, 20% discount				20% tickets against orders is assumed against average order, with a 20% discount applied, charged monthly
Customer Support Package 3	20% plus tickets, 25% discount				20% plus tickets against orders is assumed against average order, with a 25% discount applied, charged monthly
Customer Service	Charge for tickets up to 5 mins	Per ticket	€3.33	£2.83	1/12 of labour rate
Customer Service Meeting	Charge for CS meeting up to 30 mins	Per Person	€40.00	£34.00	Staff from our Customer Service team requested to attend a client requested meeting
Postal service	Letters/documents scanned & sent to customer weekly	Per letter	€6.66	£5.66	Charge per letter received and scanned to the client
Postal Address	Postal Address	Per month	€18.50	£15.73	Utilising ParcelPlanet location as your postal address, charged monthly for one year contract.
Account Management					
Yearly Review	Mgmt & Customer Service meeting		FREE	FREE	Review your stats, changes, issues & challenges
Quarterly review	Mgmt & Customer Service meeting	Monthly	€135.00	£114.75	Review your stats, changes, issues & challenges, comparing against our own stats and trends across our business
Goods in					
<i>Details of what we require is contained within our SLA</i>					
Early delivery	Early arrival of an ASN	Per day	€13.70	£11.65	Goods will be processed as per the date of delivery on the ASN, charge for storage in goods in area
Late delivery	Late arrival of an ASN	per day	€40.00	£34.00	Late arrival of an ASN will be charged due to resources scheduled for that ASN, 1 hour labour rate per day
Non ability to process	Non ability to process an ASN	Per day	€40.00	£34.00	Non ability to process an ASN due to missing documentation or non conformance to our SLA
Goods out					
Late collection	Per pallet per day	Per day	€13.70	£11.65	Late collection of goods in the goods out area, charge for storage in goods out area
Packaging					
Client Packaging	Client own packaging (2,000 orders min)	Per Unit	Rate card	Rate card	As per goods in charge on client rate card. Please see SLA for terms