



Jigthings



“We are a UK based company and we decided to break into the American puzzle accessories market because it is so large...The best value is the ease of importing the orders every day to America while we sit here in the UK.”

*Peter Davey, Office Manager
Jigthings.com*

Success Story

Fast and Accurate U.S.-Based Order Fulfillment With Webgistix and Channel Advisor

A Conversation With Peter Davey, Office Manager at Jigthings.com

FULFILLMENT CENTERS UTILIZED



Why did you decide to outsource your order fulfillment?

We are a UK based company and we decided to break into the American puzzle accessories market because it is so large. We decided that the best way forward was to send a couple of pallets over to a fulfillment center in the U.S, and see how sales went. We use a fulfillment house in the UK and were impressed with how easy the operations ran for us here. There were no big warehousing costs and the fulfillment center staff are used to dealing with a large volume of orders daily. Webgistix did a sterling job for us and still do. The sales went very well and now we send two containers to the states each year. Fulfillment with Webgistix could not be any easier.

What attracted you to Webgistix as opposed to other fulfillment providers?

The main factor was that we were contacted the same day we inquired. We had also read through reviews and we could find no bad reports about Webgistix anywhere on the net. At first, we were a bit apprehensive at sending stock across the ocean, but after a chat with Webgistix during a conference call our mind was set at rest. We actually emailed five other companies that appealed to us. Webgistix was the only one to email us back within one day, and only one other replied to us, but that was three days later. We have not looked back since. Webgistix was the right choice for us.

Has there been added value in bringing Webgistix into your business operations?

The best value is the ease of importing the orders every day to America while we sit here in the UK. We use Channel Advisor for taking orders and payments in America, and then the orders come through to us twice

SHOPPING CART SYSTEM



a day. With a couple of clicks and two minutes of work the orders are placed in Webgistix SmartFill™ and we know that the warehouse will dispatch the orders for us that day. If there are any problems at all, which are few and far between, an email to the staff and the problems are solved, usually within an hour.

How important is it that you have a customer support representative on site with your inventory that you can call, as well as a fulfillment center you can visit?

It is very important to have a customer support representative on site. We have very few problems, but with a quick email to the support team in Webgistix' New York fulfillment center any problem is dealt with quickly and efficiently. We are five hours ahead of the east coast here in the UK, and the time difference has never been an issue. I would love to come over and visit the fulfillment center some time.

Are you satisfied with the speed and accuracy of Webgistix' services?

Yes, we have had no problems at all with order speed and accuracy. In three years of fulfillment, we have only ever had one accuracy issue due to a technical fault after an upgrade, but that was dealt with speedily and efficiently. I would have no hesitation of recommending Webgistix to anyone wishing to try out fulfillment in the U.S.

What's next for Jigthings?

We are looking at selling high end wooden jigsaw puzzles. These puzzles would be valued at over \$250, and with the pick and pack service that Webgistix offers, we know the puzzles are in safe hands whilst in storage and in transit.

“It is very important to have a customer support representative on site. We have very few problems, but with a quick email to the support team in Webgistix’ New York fulfillment center any problem is dealt with quickly and efficiently. We are five hours ahead of the east coast here in the UK, and the time difference has never been an issue. “

Peter Davey, Office Manager
Jigthings.com

World Class Order Fulfillment



About Jigthings

We are the designers of Jigthings - jigsaw puzzle accessories - and our prime objective is to make jigsaw puzzles more fun for jigsaw enthusiasts.

The only place that you can purchase the full range of Jigthings products in the U.S.A. is from our website.

We have 5 main product groups. With the help of Jigsaw, Jigboard and Jigsaw it becomes simple to manage jigsaws in your home during the time that they are being made up. Jigstore enables you to safely store made-up puzzles whilst Jigframe provides a way for you to easily hang them on a wall in a picture frame. You only have to buy Jigthings once and you can then enjoy them for a lifetime with any amount of different jigsaw puzzles.



About Webgistix

Webgistix is a global leader in eCommerce order fulfillment that operates bi-coastal fulfillment centers that serve hundreds of established eCommerce retailers.

Webgistix delivers SmartFill, Cloud-based technology that works with all major shopping carts and is optimized for mobile commerce.

Webgistix customers outsource their order fulfillment to Webgistix to eliminate fixed overhead, increase the speed and accuracy of their global order fulfillment, and retain control and visibility over their fulfillment operations. For more information, visit www.webgistix.com.



Webgistix Corporation Headquarters
127 East Warm Springs Road
Las Vegas, Nevada USA 89119
www.webgistix.com
twitter.com/webgistixglobal
sales@webgistix.com
1.866.983.7447