



Let us fully automate the backend
of your ecom business



Mission



We specialize in not only fully automating the back-end of your e-commerce business for you, but also optimizing each and every aspect of it. With over \$50M of revenue across 25+ e-commerce stores, our team is composed of highly valued, highly-knowledgeable individuals in the e-commerce space.

From fulfillment to customer relations to brand identity, we have TESTED and PROVEN systems in place that are GUARANTEED to DRAMATICALLY simplify and automate the entire back-end of your business, giving you more time to do what entrepreneurs do best - grow the front end of the business.

The optimization of the back-end of your business will DRASTICALLY increase your conversion rates, your profit margin, and your repeat customers.



Customer Support

\$1,000 - \$2,000 per month (price varies based on number of inquiries per month)

- 24/7 Email Customer Support
- All customer inquiries answered within 1 hour
- Refunds/Order Cancellations executed on Shopify and communicated to fulfillment team
- FAQ Provided (Client FAQ can be integrated)
- Email Scripted Responses Provided (Client Responses can be integrated)

*Client will have access to Slack chat to directly communicate with Customer Support team if necessary



Having an around-the-clock customer support system and team in place is key to lowering refund rates, chargeback rates and dissatisfied customers. Think about a time when you purchased something online, needed help, and received exceptional support from the company... I'm sure that made you more likely to go back and buy again!

Chargeback Representatives

\$250 - \$750 per month (price varies based on number of inquiries per month)

- 24/7 Chargeback Support
- *Tested and Proven* Chargeback Response Scripts Provided
- Chargeback Representative will work with the Fulfillment Team to get all information needed to submit a chargeback response (shipping labels, tracking numbers, etc.)
- All chargebacks will be answered once proper information is received (within 3 days)

*Client will have access to Slack chat to directly communicate with Chargeback Representative team if necessary



If you are not winning most if not ALL of your chargebacks, you are likely not using enough detail, supporting documentation, and rebuttal that the banks want to hear. Our proven scripts will save you money by winning chargebacks and saving the order.

Monthly Product Selection Audits

\$250 per month

- Our team will continuously optimize your site by collecting sales data on what products are being sold the most/least, and offer site edit recommendations and product order recommendations.
- Constantly collecting sales data and using that data to optimize product selections, product placements, collections, and more will increase your AOV and Conversion Rate.



Why make it hard for your customers to find what they love? Optimizing your product selections gives you the highest probability of converting a prospect to a customer.

Brand Reputation Building

\$950 one time fee

- Build positive reinforcement across the web
- 5+ Positive *Tested and Proven* Reviews created by our in-house UGC Creators granted to you, available to post across all socials, google and your website
- 5+ Positive *Tested and Proven* Articles written by our in-house copy-writers posted to blogs that will be optimized on google search to list highly



It is incredibly likely that your customers will do some digging on your company, and whether that is before, during or after the sales process, you want to ensure they aren't finding anything other than positive reinforcement across the web.

Custom Branded Notification Emails

\$550 one time fee

- Our custom branded email notifications keep your customers updated, with order confirmation emails, processing/fulfillment completion emails, emails containing their tracking numbers, and consistent updates regarding when their parcel will arrive.
- Our custom branded email notifications offer your customers additional incentive to shop again after receiving their order.



Don't make the same mistake as 95% of store owners. Let us BRAND your Shopify notification emails to seamlessly offer your customers updates within their orders fulfillment, tracking, and delivery.

Cross-Selling/Up-Selling Optimization

\$550 one time fee

- Based on sales data, we will utilize different apps to offer cross-selling/up-selling opportunities to your customers guaranteed to increase your AOV
- Upsells will be offered throughout your customer's checkout process, capitalizing on the opportunity of a customer who is willing and ready to buy

Think about when you're in the mood to shop and you're shown either a product that is very similar to the one you just bought or compliments it very well, you're much more likely to buy that product. For example, Amazon reported that cross-selling and/or up-selling makes up 35% of their revenue. Without these systems in place, you will be missing out on a substantial amount of revenue.



Custom Coded Track Your Order Page

\$250 one time fee

- Our team will seamlessly code your 'Track Your Order' page to allow your customers to see their order updates directly on a beautiful landing page on your website.
- A 'Track Your Order' page will decrease the amount of inquiries from uncertain customers by allowing them to constantly track their order
- Most 'Track Your Order' apps charge a small fee for each and every time a customer tracks their order, but our custom coded 'Track Your Order' page will allow unlimited usage for your customers



Allowing your customer's an easy way to stay informed regarding their purchase not only limits the chance of a refund or a chargeback, but also improves the customer experience as a whole.

UGC Videos/Reviews Created

\$95 per video

- Our in-house high-performing UGC creators will create custom videos for you on demand
- This can include product reviews, product demonstrations, brand reviews, and more



UGC created content is a very effective tool for any marketing efforts, and can allow you to see a higher ROI on your paid traffic efforts. Also as mentioned earlier, having positive reinforcement across the web will only help your brand identity.

Brand Identity Package

\$1,500 one time fee

- Brand Logos
- Brand Color Identification
- Brand Font Identification
- Home Page Designs
- Website Mockups
- Banners
- Canva Designs



The eye for design is hard to come by, and having someone on your team with that quality will allow for a congruent and visually appealing presence for your online brand.

Next Steps

We pride ourselves on attention to detail.

Each business requires different areas of improvement, meaning there is no “cookie-cutter” model that suits all. We are here to listen to you and to help you to automate and optimize the back-end of your e-commerce business in the areas that you need most.

Reach Out - Let's chat to see where we can step in and improve your business.

For more info, text “Ecom Backend” to 631-662-4666

