

# **ZEPTO** **EXPRESS**



**WAREHOUSE FULFILLMENT  
FOR E-COMMERCE**



**TOLL FREE  
1800-88-ZEPTO**

[www.zeptoexpress.com](http://www.zeptoexpress.com)

# Warehouse Fulfillment

Have a fulfillment or logistics challenge? Need a resource that understands the unique challenges of your category? Then you need the proven expertise of ZeptoStore fulfillment. From order to doorstep, we offer the latest technology, agile expertise, and unbeatable customer service to create a seamless experience. Our warehouse has everything you need to carry out the warehousing and fulfillment needs of your business.



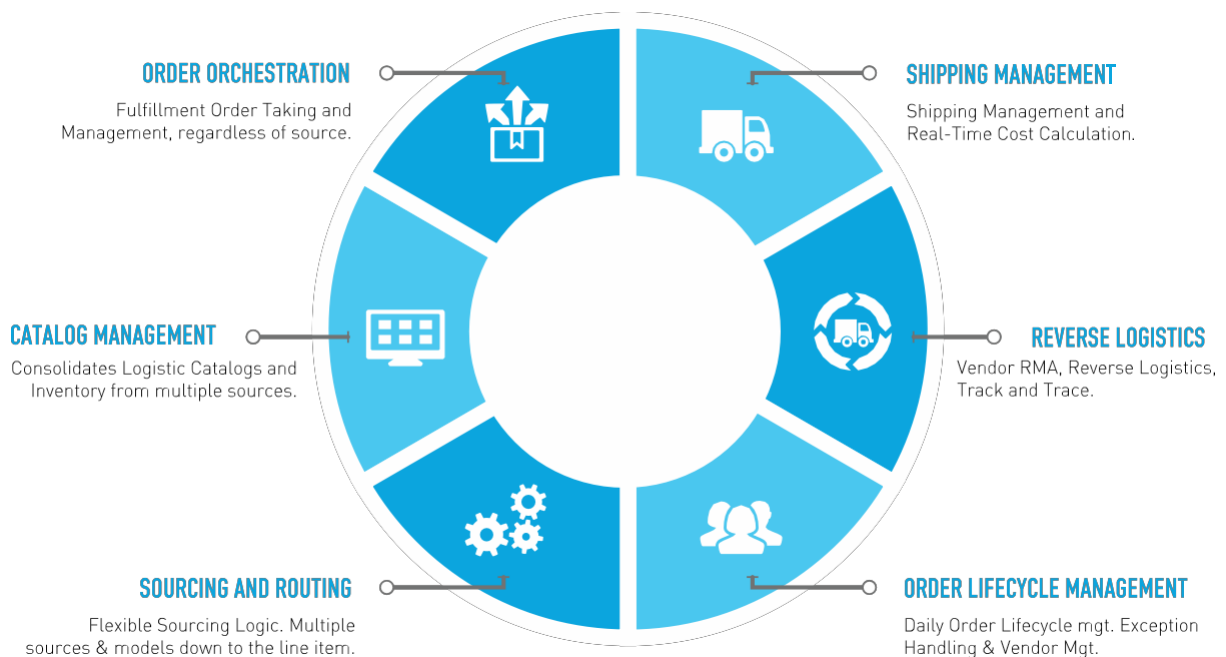
Fulfillment or Logistics Challenge?  
**ZeptoStore**  
The Warehouse Solution

ZeptoStore fulfillment center offers a full array of fulfillment, distribution, and warehouse services. Our solutions are both intelligent, cost-efficient, and easily tailored to meet any fulfillment need including e-commerce, promotional material, kitting design, distribution, and 3PL (third-party logistics). At ZeptoExpress we view fulfillment as more than the logistics of shipping and distributing.

We truly partner with you to ensure your customer receives their product quickly and in perfect condition. We pride ourselves in exceeding both your expectations and those of your customers.

Our unique “Under One Roof” approach has proven to be a serious advantage for our clients, who get the benefit of our many years of experience satisfying every fulfillment service need.

ZeptoExpress ships thousands of physical items per year, so you know that your customers’ satisfaction can be managed with confidence. With ZeptoStore, you can seamlessly plug in to our extensive network of pre-integrated warehouse and fulfillment partners. And we are always adding new fulfiller integrations & features.



# Why ZeptoStore?

## 1. Save time

You're the expert at your business, and we're experts at fulfillments worldwide. Let us handle your orders so you can focus on what's important to you and your business. Our warehouse is located in **Taman Meranti Puchong, 30 Minutes from Kuala Lumpur City.**

## 2. Save money

Take advantage of our volume discounts for domestic and international shipping. Our combined customer orders enable us to leverage our buying power for steep discounts. Whether you pass these savings along to your customers or keep the difference is up to you!

## 3. Reduce workforce expenses

Save the workers compensation expenses of maintaining a warehouse staff and let our talented team pick, pack, and ship for you.

## 4. Save yourself the headache of logistics details

Managing logistics, the RIGHT way takes a lot of time and resources. Lucky for you, we've built an international logistics infrastructure that makes worldwide fulfillments easy, so we do all of the hard work for you!

We keep your product inventory at any of our warehouses, and when an order is placed, ZeptoExpress will pick, pack, and ship the order within minutes.

## 5. Reduce chargebacks

Powered by proven, proprietary technology, ZeptoExpress helps you monitor your inventory in real time, group orders for reduced shipping costs, and validate addresses to keep chargebacks to a minimum.

## **6. Save yourself the trouble of returns**

ZeptoExpress Customised Returns Management system takes the guess work out of product returns. Our Returns Department uses a 4-prong approach to determine if a returned product is suitable to be returned to inventory. Damaged, open product returns are properly disposed of or can be returned to the shipper on a case-by-case basis. It all adds up to a better ROI for you!

## **7. Improve your customer service**

If your staff is stretched thin focusing on product delivery, it can lead to incorrect orders, loss of revenues, and frustrated customers. Poor operations can negatively impact your brand and ZeptoExpress can help build your brand loyalty by improving the customer experience.

## **8. Manage your growth**

Take advantage of our infrastructure and save yourself the cost and time of implementing new systems and services yourself. If orders are not going out the door within 24 hours of receiving them, or you are missing delivery deadlines, let our experts take control of your fulfillments and help manage your expanding business.

## E-Commerce Website

### Website Maintenance & Support

#### E-Commerce Setup & Maintenance

- Including payment gateway that covers all local banks and credit cards
- Website updating and maintenance.
- Maintenance including customise plugins.
- Realtime stock updates with delivery reports.

10% Charge for every successful transaction made via E-Commerce Portal. No setup fees, no monthly commitment.

#### E-Commerce Setup & Maintenance

- Including payment gateway that covers all local banks and credit cards
- Website updating and maintenance.
- Maintenance including customise plugins.
- Realtime stock updates with delivery reports.

RM 1,850 monthly payment and no charges for every successful transaction made via E-Commerce Portal.

## Warehousing & Distribution

### Handling (Receiving)

#### Load (By Units)

RM7.50 / carton or RM 0.55 / unit

- Whichever is higher (Per Unit Per Month Part Thereof)
- Minimum 2000 Units

#### Load (By Pallet)

Size (L x W x H)

RM55.00

- (1m x 1m x 1m) with a maximum weight of 200KG
- Additional RM 0.60 for subsequent KGs

#### Unloading from 20' & 40'

RM200 & RM 400

### Fulfillment

#### Pick & Pack

(Normal Packing)

RM0.90 / item

#### Pick & Pack

(Special packaging material -ex: bubble wrap)

RM1.30 / item

**Distribution - Instant & Same-Day Delivery**

<b>ZeptoBike</b> (On-Demand Delivery)	RM10.00 / First 12KM <ul style="list-style-type: none"> <li>Additional RM 0.80 for subsequent KM</li> <li>50% Surcharge from 6PM - 9AM</li> <li>Max Weight 15KG (23 x 46 x 33)</li> </ul>
<b>ZeptoCar</b> (On-Demand Delivery) <ul style="list-style-type: none"> <li>RM10 Handling Fee</li> </ul>	RM10.00 / First 6KM <ul style="list-style-type: none"> <li>Additional RM 1.50 for subsequent KM</li> <li>50% Surcharge from 6PM - 9AM</li> <li>Max Weight 60KG</li> </ul>
<b>ZeptoBike</b> (Bulk Same-Day Delivery) <ul style="list-style-type: none"> <li>RM7 Per-Delivery</li> </ul>	RM7.00 / 20KM Radius <ul style="list-style-type: none"> <li>Additional RM 0.50 for subsequent KM</li> <li>6-12 Hours Same-Day Delivery</li> <li>Max Weight 15KG (23 x 46 x 33)</li> </ul>
<b>ZeptoCar</b> (Bulk Same-Day Delivery) <ul style="list-style-type: none"> <li>RM7 Per-Delivery</li> <li>RM20 Handling Fee</li> </ul>	RM7.00 / 20KM Radius <ul style="list-style-type: none"> <li>Additional RM 0.50 for subsequent KM</li> <li>6-12 Hours Same-Day Delivery</li> <li>Max Weight 60KG</li> </ul>

**Distribution – Next Day Delivery (Interstate)**

<b>3PL Delivery - West Malaysia</b> (Various Courier Companies)	RM 9.00 / First 1KG <ul style="list-style-type: none"> <li>Additional RM 2.00 for additional 1KG</li> <li>Pickup Point (Within Klang Valley)</li> <li>Delivery Point (Outside of Klang Klang Valley. Within Peninsular.)</li> <li>Minimum Delivery Point is 10 addresses</li> </ul>
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**Distribution – Next Day Delivery (Sabah and Sarawak)**

3PL Delivery - East Malaysia (Various Courier Companies)	Weight (KG)	Sabah (MYR)	Sarawak (MYR)
	0.5	10.00	8.00
	1.0	13.00	11.00
	1.5	17.00	16.00
	2.0	23.00	21.00
	2.5	28.00	26.00
	3.0	33.00	31.00
	3.5	39.00	41.00
	4.0	45.00	48.00
	4.5	51.00	50.00
	5.0	57.00	54.00
	5.5	63.00	58.00
	6.0	69.00	61.00
	6.5	75.00	65.00
	7.0	81.00	69.00
	7.5	87.00	74.00
	8.0	93.00	78.00
	8.5	100.00	81.00
	9.0	106.00	85.00
	9.5	112.00	89.00
	10.0	117.00	94.00
	10.5	122.00	97.00
	11.0	127.00	101.00

11.5	133.00	105.00
12.0	138.00	108.00
12.5	143.00	112.00
13.0	148.00	116.00
13.5	154.00	119.00
14.0	159.00	128.00
14.5	164.00	131.00
15.0	169.00	135.00
15.5	175.00	139.00
16.0	180.00	146.00
16.5	185.00	149.00
17.0	190.00	153.00
17.5	196.00	157.00
18.0	201.00	160.00
18.5	206.00	164.00
19.0	211.00	168.00
19.5	217.00	171.00
20.0	222.00	175.00
20.5	226.00	179.00
21.0	231.00	182.00
21.5	235.00	186.00
22.0	240.00	190.00
22.5	244.00	193.00
23.0	249.00	197.00
23.5	253.00	200.00
24.0	257.00	204.00
24.5	262.00	208.00
25.0	266.00	211.00
25.5	271.00	215.00
26.0	275.00	219.00
26.5	280.00	222.00
27.0	284.00	226.00
27.5	289.00	230.00
28.0	293.00	233.00
28.5	297.00	237.00
29.0	302.00	241.00
29.5	306.00	244.00
30.0	311.00	248.00
30.5	315.00	252.00
31.0	320.00	255.00
31.5	324.00	259.00
32.0	329.00	263.00
32.5	333.00	266.00
33.0	338.00	270.00
33.5	342.00	274.00
34.0	346.00	277.00
34.5	351.00	281.00
35.0	355.00	285.00
35.5	360.00	288.00
36.0	364.00	292.00



36.5	369.00	296.00
37.0	373.00	299.00
37.5	378.00	303.00
38.0	382.00	307.00
38.5	387.00	310.00
39.0	391.00	314.00
39.5	395.00	318.00
40.0	400.00	321.00
40.5	404.00	325.00
41.0	409.00	328.00
41.5	413.00	332.00
42.0	418.00	336.00
42.5	422.00	339.00
43.0	427.00	343.00
43.5	431.00	347.00
44.0	436.00	350.00
44.5	440.00	354.00
45.0	444.00	358.00

**Shipments to Singapore, Australia and New Zealand**

<b>3PL Delivery – Singapore, Australia and New Zealand</b> (Various Courier Companies)	<b>Weight (KG)</b>	<b>Singapore (MYR)</b>	<b>Australia (MYR)</b>	<b>New Zealand (MYR)</b>
	0.5	59.00	86.00	124.00
	1.0	72.00	153.00	153.00
	1.5	78.00	178.00	178.00
	2.0	83.00	203.00	203.00
	2.5	89.00	229.00	229.00
	3.0	96.00	250.00	250.00
	3.5	103.00	271.00	271.00
	4.0	110.00	292.00	292.00
	4.5	125.00	313.00	313.00
	5.0	125.00	334.00	334.00
	5.5	132.00	342.00	342.00
	6.0	139.00	351.00	351.00
	7.0	154.00	367.00	367.00
	8.0	171.00	384.00	384.00
	9.0	180.00	401.00	401.00
	10.0	189.00	418.00	418.00
	11.0	193.00	432.00	432.00
	12.0	197.00	446.00	446.00
	13.0	201.00	460.00	460.00
	14.0	204.00	474.00	474.00
	15.0	208.00	488.00	488.00
	16.0	212.00	502.00	502.00
	17.0	216.00	516.00	516.00
	18.0	220.00	530.00	530.00
	19.0	224.00	544.00	544.00
	20.0	228.00	558.00	558.00

21.0	237.00	580.00	580.00
22.0	246.00	599.00	599.00
23.0	255.00	623.00	612.00
24.0	264.00	645.00	645.00
25.0	274.00	667.00	667.00
26.0	283.00	688.00	688.00
27.0	292.00	710.00	710.00
28.0	301.00	732.00	732.00
29.0	310.00	754.00	754.00
30.0	319.00	775.00	775.00

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### COD Service

- COD Service Fee set at **3% of amount collected + 1.4% for insurance** which equivalent to **4.4%** or a Minimum Fee of RM4.00 per AWB whichever is higher.

#### Note:

Volumetric Weight will be taken if it is higher than Actual Weight,

Formula of Volumetric Weight = Length (cm) x Width (cm) x Height (cm) / 5000 Subject to 18% Handling charges, 18% Fuel Surcharge & 6% Goods & Services Tax.

## Terms & Conditions for Distribution

1. Liability Clause - A maximum of RM 200.00 or whichever is lesser based on the cost of items.
2. If the value of the shipment is more than RM 200.00, you are advised to insure it at your own cost.
3. Consequential loss is not claimable.
4. All packages are subject to our Standard Conditions of Carriage.
5. Credit term is nett thirty (30) days from the date of invoice.
6. All tracing and tracking enquiries must be made within 14 days of the shipping date. Any discrepancy on delivered shipment must be reported to ZeptoExpress (sending branch) within 48 (forty eight) hours from the date the consignment is delivered to the consignee.
7. No deliveries to all hypermarket warehouse/ receiving department.
8. Parcel weight will be determined by either actual or volumetric weight (VW) or whichever is higher.

$$\text{VW formula} = (\text{height} \times \text{width} \times \text{length}) \text{ cm} \div 5000$$

9. Parcel delivery to FTZ/FIZ areas are subject to handling fee of RM60 per AWB.
10. The above Terms & Conditions are subject to changes without prior notice given.

## **Terms & Conditions for Warehousing**

Ad Hoc inventory count is limit to 2 times a month. Additional stock counts, the rate will be at RM20 per man hour

## **Insurance**

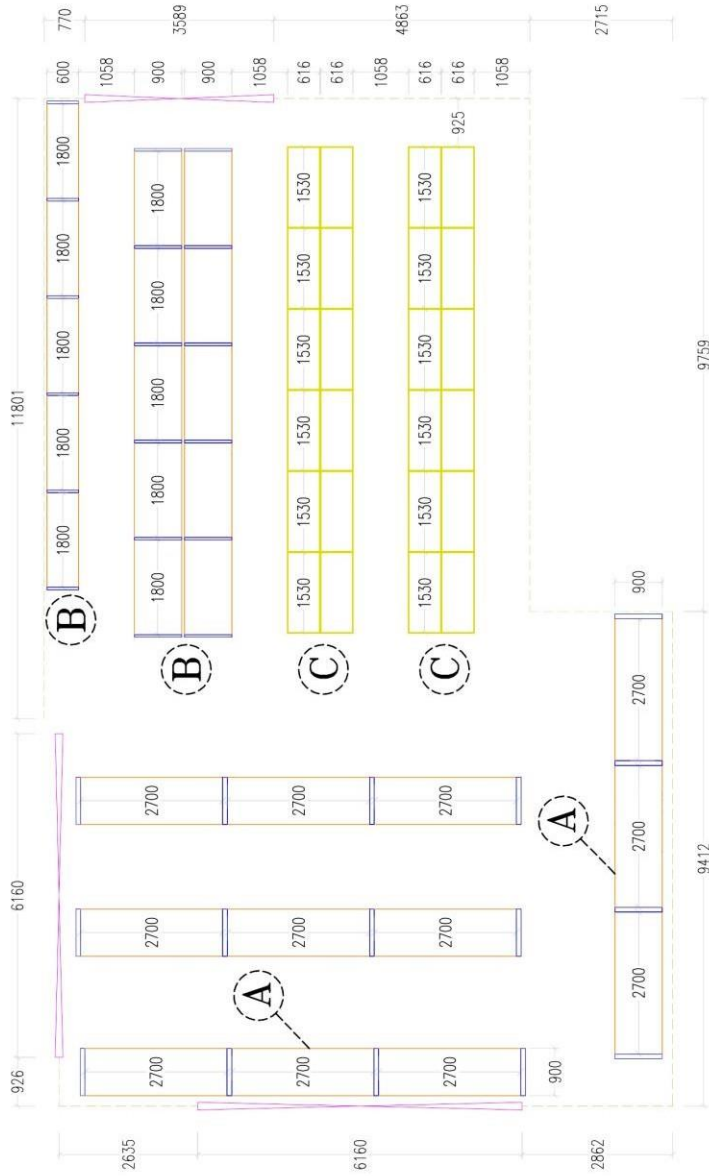
XXXX's Insurance's to cover All Risks including Fire and Perils covering stocks stored and handled at ZeptoLab Sdn Bhd and underwrite to include ZeptoLab Sdn Bhd and its appointed subcontractors, affiliates, associated companies and agents as "Co Assured" and "Waiver of Subrogation Clause in force.

## **Trading Terms & Conditions**

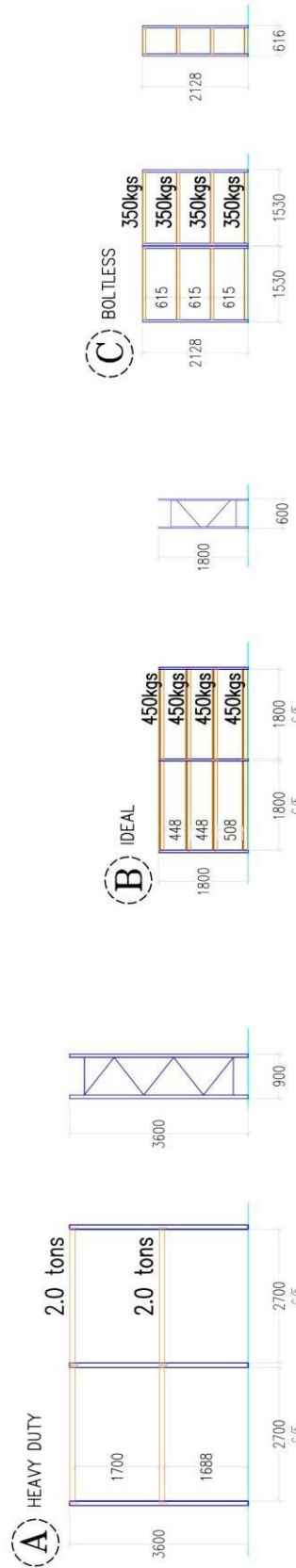
All the terms, conditions, transactions and dealing herein shall be subject to ZeptoExpress General Trading Conditions (GTC) which exclude and / or limited liability which includes indemnities against ZeptoExpress & it's contractors.

## **Special Charge to Merchant(if any)**

- Temperature control – RM35 per M<sup>3</sup>
- Item with high value that required the security room – RM40 perM<sup>3</sup>
- Assembly (need to form unit boxes & insert product) – RM0.50/unit
- Repacking in ZeptoStore premises – RM80/per hour
- Bundling of loose items – RM3 per bundle of 50 pieces
- Counting the small item in the box/carton - RM0.10/per item
- Checking on Quality - RM0.20/per item
- Printing and pasting of barcode label - RM0.20 per unit



ZeptoStore Layout  
 Dimensions in MM  
 Scale Size 1/125



**ZeptoLab Sdn Bhd**  
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 Taman Industri Meranti Jaya,  
 47120 Puchong, Selangor.

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## Storage & Delivery Workflow

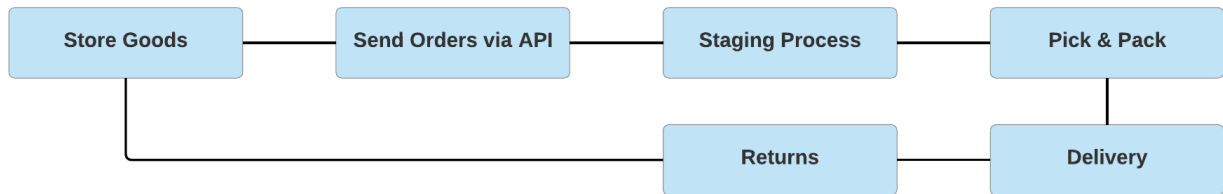


Diagram 1.0

**Merchant** will store goods at ZeptoStore Warehouse, and whenever there's new orders it will be sent via REST API to ZeptoExpress. Once received orders via API, ZeptoStore will process all orders and prepare the daily staging process. Pick & pack will be done together with sorting and routing process and ready to be delivered. All returns will be sent to ZeptoStore and proceed with next action (Exchange / Refunds).

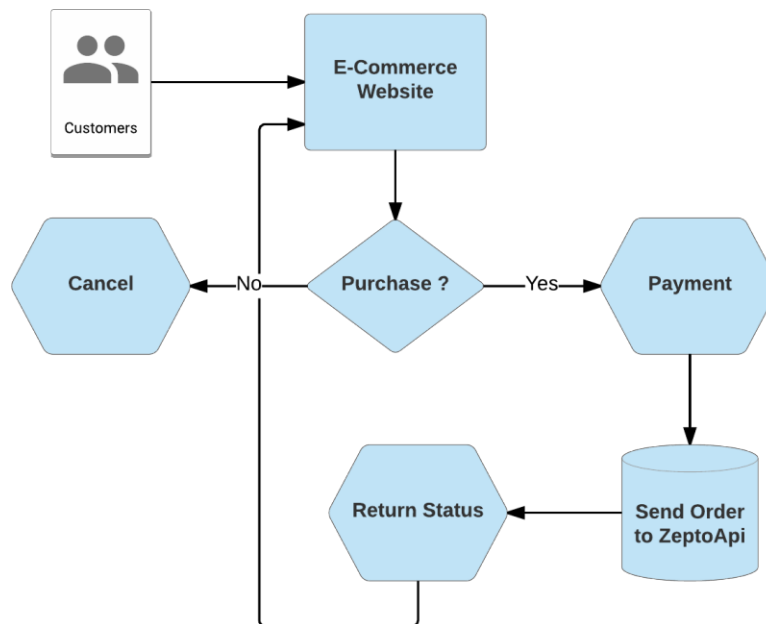


Diagram 1.1

Customers make orders through **Merchant's E-Commerce Portal** and upon successful payment, orders will be sent to ZeptoAPI via REST JSON, and **Merchant's E-Commerce Portal** will be updated with ZeptoExpress delivery tracking ID instantly.



For further enquiries, please contact us at  
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