SUPERFULFILL ASSIST

Customer support. Shopify operations. Connected to fulfillment.

A dedicated VA team for customer support and Shopify store operations, working directly with SuperFulfill fulfillment.

You stay informed without relaying every question between your assistant and your fulfillment team.

CUSTOMER SUPPORT + STORE OPERATIONS + FULFILLMENT

WHAT THIS MEANS FOR YOUR STORE

Less chasing. Fewer handoffs.

When a customer asks about an order, Assist coordinates directly with SuperFulfill. Your team gathers the context, follows up on the issue and brings you decisions that need your approval.

Customer Support

Customer questions and order-status enquiries.

Issue tracking, customer follow-up and escalations with the relevant context.

Shopify Store Operations

Order checks and agreed store administration.

Approved order updates and direct coordination on fulfillment exceptions.

A direct path from question to follow-up

01 **Capture the issue**

02 **Coordinate directly**

03 **Get approvals**

04 **Close the loop**

Illustrative task framework. Final tasks, channels and permissions are agreed before starting.

CHOOSE THE HELP YOU NEED

More help. A clearer division of work.

Daily support, a separate logistics contact, or proposed coverage across time zones. Every package works directly with SuperFulfill fulfillment.

Starter

$499
USD / month

Recommended for 1,000-3,000 orders/month

Get the everyday work off your plate.

One dedicated VA team handles customer questions and routine Shopify tasks: order-status follow-ups, order checks and approved updates. When an order needs attention, the team follows up with SuperFulfill directly.

Growth

$749
USD / month

Recommended for 3,000-6,000 orders/month

Give customer care and logistics their own focus.

Daily store support with two focused roles: a customer support VA team for enquiries and follow-up, plus an assigned logistics account manager to coordinate fulfillment issues. Shopify order administration stays included.

Super

$1,399
USD / month

Recommended for 10,000+ orders/month

Plan support across time zones.

For higher-volume stores seeking support beyond a single shift. Customer support, Shopify order administration and direct fulfillment coordination, with proposed 24/7 assistant coverage through rotating staff and shift handovers.

Find your fit. Agree the details.

Order volumes are recommendations, not capacity limits. Below 1,000, between 6,000 and 10,000, or unsure which package fits? Tell us about your workload, channels and preferred working hours.

Staffing hours, team allocation, availability and SLAs remain unconfirmed and must be agreed before starting. Super's proposed 24/7 coverage needs validated rotating staff and handovers; one person cannot provide continuous coverage.

REAL-WORLD SITUATIONS. DIRECT CONVERSATIONS.

Less relaying. More getting it sorted.

Illustrative conversations showing how Assist can connect customer support, your store and SuperFulfill fulfillment. These are examples, not actual client messages.

01 Orders missed today's dispatch

VA: Hey team, there are 52 unfulfilled orders that should have shipped today. What happened?

Logistics: The carrier collection was delayed. We're checking the affected orders and confirming the revised dispatch plan.

02 A heads-up before balance and stock run low

VA: Hi John, based on current order volume, your fulfillment balance may run low by Wednesday, and stock may run out by Friday.

John: Got it! I'll top up the balance and confirm when the next batch of stock is arriving.

03 An incomplete address gets checked directly

Logistics: This order is missing the apartment number. Can you confirm it with the customer before we ship?

VA: I'll contact them and send you the confirmed address so the order can move forward.

04 You approve the decision, not every handoff

VA: A customer reported a damaged item. Logistics has checked the photos. Should we send a replacement or issue a refund?

John: Send a replacement. Please confirm the delivery address with the customer first.

05 Creator shipments, organized and sent to logistics

John: Hey VA, please arrange product shipments to our new creators. I've shared their addresses with you.

VA: Got it. I'll organize the shipment details.

VA to Logistics: Hey team, I've prepared a spreadsheet with our UGC creators, addresses and products to send. Please prioritize these shipments and add tracking once dispatched.

Forecasts depend on available order, inventory and balance data and an agreed monitoring scope. Actions follow your policies and access permissions; exceptions still need your approval.

WEBSITE & AD SETUP

Choose the extra help you need.

Start with a Shopify storefront, add help with ad uploads, or combine both with your Assist package.

Shopify Website Setup & Improvement

US$200 one time

For starter stores. We agree the scope with you, then set up a basic Shopify storefront or improve your existing layout, navigation and mobile experience.

Minor updates and fixes to the agreed setup are included while Assist is active. If you leave Assist, you can continue maintenance for US$50/month.

Shopify fees, domains, paid themes and apps are separate. Major changes are quoted separately.

Ads Manager Setup & Upload

US$50/month with Assist

Includes Ads Manager setup and up to 100 ads per month. You supply the finished creative, copy and campaign instructions. We configure and check the ads against your specifications.

Each additional block of up to 30 ads costs US$25.

ADS SET UP THAT MONTH	MONTHLY ADD-ON FEE
Up to 100	**US$50**
101-130	**US$75**
131-160	**US$100**

Ad spend is separate. This service covers setup and uploading. Creative production, campaign strategy and ongoing optimization are outside the scope.

Example for a starter store

Starter Assist + website setup + the ads add-on with up to 100 ads costs US$749 in the first month, then US$549/month. Minor website maintenance stays included while Assist is active.

Talk to your SuperFulfill contact to choose your services.