

Store & Send Review - The 9 Pros & 3 Cons

tl;dr

Store & Send is a great courier service option for small to medium sized e-commerce businesses with plenty of great solutions. These solutions promise to make your delivery woes hassle-free!

Whether you're a small business owner or even a budding entrepreneur, e-commerce is a great avenue to grow your business.

In order to make your e-commerce business successful though, you're going to need a great courier service to make life easier. So let's look into the current Malaysian courier services and what they have to offer.

This round, we look into Store & Send, discuss its pros & cons, and whether it's the right solution for you.

Table of Contents

- Who is Store & Send?
 - Store & Send's Background
 - How to use Store & Send
- 9 Pros of Utilising Store & Send for e-commerce
 1. Sync your inventory across multiple e-commerce or dropshipping sites
 2. Able to integrate with any customised online store
 3. Affordable and flexible pricing available
 4. A secure pick & pack process order is guaranteed
 5. Store & Send lets you sell individual SKUs
 6. Appointed merchant for multiple drop off points
 7. Partnered with major courier services
 8. Phone and WhatsApp support available
 9. The warehouse is strategically located
- 3 Cons of Store & Send
 1. Only one warehouse
 2. Custom integration will take time and have extra fees
 3. Weak social media presence

- Store & Send Pricing Details
- Verdict: Is Store & Send worth it?

Who is Store & Send?

Store & Send's Background



If there's anyone who understands the challenges that e-commerce sellers go through, it's Store & Send.

Having been a retailer back in 2016 and then eventually becoming e-commerce sellers themselves, they fully understand the struggles that come with the job; From counting stocks to picking and packing, queuing up at different drop off points and managing product returns, and more.

Store & Send were especially aware of the restraints of not having enough space to keep stock, and not having a dependable warehouse partner that offers reliable and affordable services. This is where Store & Send began their venture into being a fulfillment center.

How to use Store & Send



The purpose of a fulfillment center

If you don't know what a fulfillment center is, they help manage your orders the moment your products arrive in their warehouse. This means they will handle stock count, packing and picking, and sending it off for delivery.



A glimpse into the Store & Send warehouse

By using their services, you can then focus on other areas that you need to look into to grow your business further. Such as doing marketing campaigns or promoting new products to your customers.

With this in mind, Store & Send has two major solutions to offer:

- A software to manage inventory remotely
- A place to store products and fulfill orders

According to their website, gaining access to these solutions is simple:



Store & Send's easy steps to start using their services

1. Tell Store & Send what you need and they'll identify the optimal solution
2. Select which goods to send to their warehouse
3. You can manage everything through their own technology platform
4. Your orders are picked, packed, and shipped by them
5. Packages are then delivered and your customers are happy

With this, Store & Send promises to make your e-commerce venture a lot easier with these two solutions.

9 Pros of Utilising Store & Send for e-commerce

Everything sounds good and simple so far. But how exactly does it benefit you as a seller? Can their services really help small sized e-commerce sellers? Is it really affordable?

With this in mind, here's what you need to know on the pros and cons of Store & Send, and whether this service is one that's perfect for you and your e-commerce needs.

1. Sync your inventory across multiple e-commerce or dropshipping sites

As an e-commerce seller, you may have multiple platforms to sell your products. This is great, as it gives your business exposure on different platforms as well as more reach to potential customers!

But this also comes with its own set of challenges of managing your inventory on these different platforms.

For example, you're running low on stock on your Shopee platform, but you're unaware because your memory is recalling the stock numbers on another platform which you also manage.

Then you make a sale on Shopee and realise in horror that you cannot fulfill the order as you have now run out of stock! You have to explain to your now unhappy customer what happened and go through the process of cancelling and refunding the order. It can be stressful, no matter if you're a new or seasoned e-commerce seller.

This is where Store & Send comes in. As mentioned, they have their own developed software that will help you to manage your inventory on multiple platforms easily, giving you a much needed overview of your stock for all your selected platforms.

Customer	Platform	Product Code	Product Name	Type	Status
[Customer Name]	Shopee	SK065-NBL-L SK065-NBL-M SK065-NBL-S SK065-RED-L SK065-RED-M SK065-RED-S SK065-WHT-L SK065-WHT-M SK065-WHT-S	check skirt (Yellow/ Red/ White)	Variants	In Active
		TP216-BLK TP216-WHT	RING BASIC TEE (BLACK/ WHITE)	Variants	In Active
		TP240-RED TP240-WHT	FLARE SLEEVELESS TOP- (RED /WHITE)	Variants	In Active
		TP230-BLU TP230-PNK TP230-RED TP230-YLW	Two tone blouse (blue/ yellow/ pink/ red)	Variants	Grab
		TP252-AGN	VELVET EYELET BLOUSE- ARMY GREEN	Single	In Active
		TP231-RED TP231-WHT	Sporty Knit Wear - White/Red	Variants	Grab
		TP257-BLK TP257-BLU	STRIPE LONG SLEEVE BLOUSE (BLACK/ BLUE)	Variants	Grab
		TP220-MRN TP220-PPL	MELODY LONG SLEEVE KNIT WEAR (Purple/ Maroon)	Variants	Grab
[Customer Name]	Shopee	TP217-BLK TP217-WHT TP217-YLW	BASIC TEE- YELLOW/ WHITE/ BLACK	Variants	Grab
		TP237-YLW	CROSS WRAP TOP- YELLOW	Single	Grab
		BG015-BLK	Drum fashion Chest bag- black	Single	Grab
		TP269-BLK TP269-WHT TP269-YLW	JUMPER (YELLOW / BLACK/ WHITE)	Variants	Grab
[Customer Name]	Shopee	SS11019-BLK-XS SS11019-BLK-S SS11019-BLK-M SS11019-BLK-L SS11019-BLK-XL SS11019-BLU-XS SS11019-BLU-S SS11019-BLU-M SS11019-BLU-L SS11019-BLU-XL	DRUM FASHION (CHAMBRAY SHIRT WITH POCKET-BLACK,BLUE)	Variants	Active
		GT04196-YLW-XS GT04196-YLW-S GT04196-YLW-M GT04196-YLW-L GT04196-YLW-XL	Drum Fashion Tee - Move Closer To Success	Variants	Active

An example of Store & Send's inventory management software

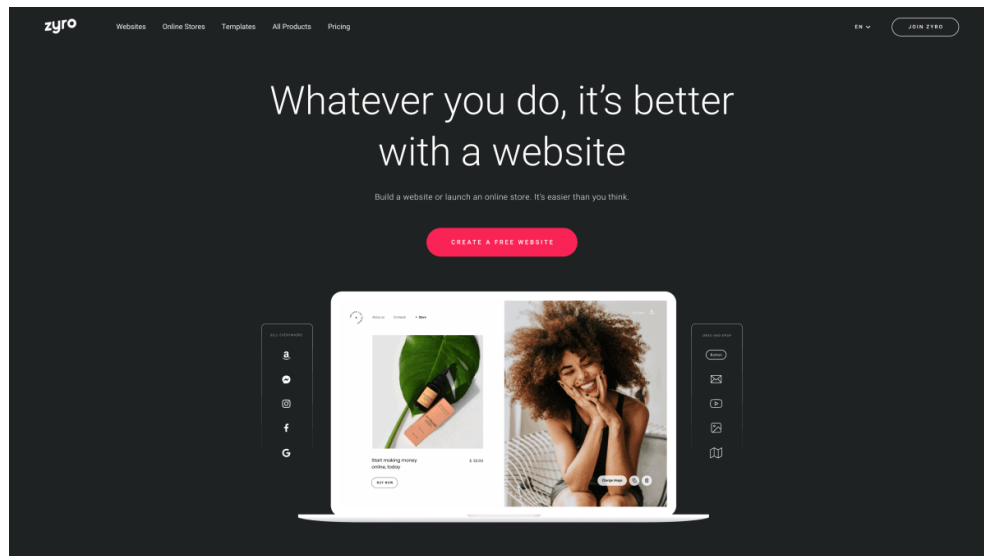
The system will also ping you through the platform when stock is running low the moment you log in. So you don't have to manually check if you're running low on stock for the multiple platforms you have.

Through this, Store & Send helps you save time and resources from dealing with multiple inventory management systems from different platforms, and even restocking your products at multiple warehouses for different platforms.



What's impressive is that this software is able to integrate with major e-commerce and dropshipping sites such as Lazada, Shopee, ZALORA, Dropee, Kumoten and more. No matter which platform you're using to sell your products, Store & Send is capable of integrating it to their software.

2. Able to integrate with any customised online store



Zyro lets you create your own online store platform

But what if you're not selling on popular platforms like Shopee or Lazada? Instead you have your own website to promote your products, and have your own online store on e-commerce platforms like Zyro or Shopify as your point of purchase?

If this is the challenge you're facing, no worries! One of the best aspects we discovered about Store & Send is that they are capable of integrating with any online platform available.

You will need to talk to them though and discuss this, as there may be some challenges to look out for. But that doesn't dismiss the fact that it's possible to integrate your online store builder with Store & Send.

It's highly recommended that you talk to them though. So ask away, and Store & Send will definitely look into it. Regardless, this option is good enough to give them a worthy plus point.

INTEGRATE YOUR ONLINE STORE WITH STORE & SEND

* Store & Send integrates with any platform - you just need to ask.

3. Affordable and flexible pricing available

Concerned that using a fulfillment center will charge you high fees? Normal warehouses with these kinds of services are known to charge a lot, so it makes sense to be wary of using these services.

But this is where Store & Send shines as they offer a flexible "pay-as-you-use" storage rental model that's cost effective and perfect for small to medium e-commerce businesses.

There are additional costs to look out for, which we will touch on soon. But these additional charges promise to remain affordable and won't break the bank.

An example of this is being able to double your storage spaces for a small fee. You don't even have to upgrade your initial package to do so!

So in terms of cost, Store & Send is one of the best to look out for especially in terms of warehousing and delivery. We'll explain more in the pricing section so do look out for it!

4. A secure pick & pack process order is guaranteed

One of the many major challenges e-commerce sellers have is keeping track and processing orders.

If you're aiming to grow your business, keeping track and ensuring the safety of your stock is essential, especially if you want to refrain from being a victim of e-commerce fraud.

What kind of e-commerce fraud? Say your customer orders a full set of cutleries from you - knives, spoons, and forks. You send it out and when the customer receives these items, they remove all the forks and claim that you never sent a full set!

Store & Send handles this dilemma by ensuring their warehouse comes with fully barcoded racking as well as barcoded products.

All relevant information is available on a fully secured and operating on a Cloud Based Warehouse Management System to ensure the pick & pack process is secure.



An example of the barcode rack available in Store & Send

Once an order has been made, the order is then picked according to their designated proper location barcode and warehouse SKU barcode. Only when the items have been scanned and approved can it then be picked up and sent for delivery.

This secure process benefits you in two ways. It saves you time from picking and packing your items, so you don't have to worry about packing and delivering the wrong order either.

It also minimizes the earlier mentioned e-commerce fraud, as there's a proper record that would help solve all disputes and challenges that may potentially arise.

This system ensures the safety of your product in every step of the way until it reaches your customer. Which will also give you some much needed security from being accused of fraud.

All in all, Store & Send's secure process can protect your company's bottomline and conserve your resources from dealing with deceitful criminals.

5. Store & Send lets you sell individual SKUs

Traditionally, warehouses will only handle items that are in pallets and cartons. This makes sense considering their size and capabilities, as they are equipped with machines and systems that primarily do wholesale or B2B e-commerce orders in huge quantities.

Unfortunately this leaves out small e-commerce sellers who are mainly focused on B2C, where they will need to sell products individually rather than in bulk.

But Store & Send is able to give you the flexibility to target both B2B and B2C clients. They do this thanks to their own software that provides a System Guided Services for you to provide

your own customisation to sync inventories across different platforms that you're selling your products on.

You are also able to identify different tiers of "unit of measurement" for the same product or Stock Keeping Unit; Single, Inner Pack, Carton, Pallet.



An example of the unit of measurement available in Stock & Send

Once you've identified your items in these tiers, you then have the option to select Single or Inner Pack to sell to your average consumer who is more likely to order items individually or in small quantities with a mix of items.

Then if you do decide to sell to a business that wants to order in bulk, you can then select the carton or pallet option for them.

With this, Store & Send gives you the option and the freedom to sell to whoever you want, even as a small to medium e-commerce company. Nice!

6. Appointed merchant for multiple drop off points



That's right, Store & Send is the appointed merchant for multiple drop off points (DOP) such as Shopee, Lazada, and even recently Ninja Van!

Being an appointed merchant for these drop off points comes with plenty of benefits. As parcels are generally processed by courier services, by being an appointed merchant DOP, Store & Send can process parcels a lot faster.

This is useful especially for your buyers as they will see that the item they ordered from you has been processed not long after they had made their order. This will then give your buyer some peace of mind, as they know their order is already packed and ready for the next step.

This extra assurance will definitely make you look good as a seller, so it's a great plus point to consider if you're thinking about using Store & Send services!

7. Partnered with major courier services



Other than being the appointed merchant, Store & Send has also partnered with all the household Malaysian courier services you can think of; POS Laju, Ninjavan, J&T Express, GDEX, DHL, City-Link, Skynet, and even Janio.

By using Store & Send, you don't have to waste your time at post office visits as they will do all the work for you. They will even ensure that you get the best shipping rates in the market from these courier services! This means that you can even offer the best shipping rates to your buyers to appear more attractive to them.

This also means that Store & Send will also be able to handle issues such as Cash-on-delivery options, and even order returns should you need it.

Basically, anything related to logistics, you can be sure that Store & Send will handle it to the best of their ability.

8. Phone and WhatsApp support available



If there's one aspect of their service that Store & Send stresses on is that they're always open to communicating, whether you're potential or actual clients.

This is why they have a few ways you can communicate with them and get some much needed support.

Apart from the usual email support which is also available, you can also contact them via WhatsApp. So far, they claim to have a decent response rate and they promise to never leave you hanging!

Of course, the best option for instant answers and support is to call them, which is available as well.

9. The warehouse is strategically located



Store & Send warehouse in Petaling Jaya

The location of the warehouse is key to getting better prices and faster delivery. Which is why having the Store & Send warehouse's location in Petaling Jaya is perfect, as it's right within the heart of Klang Valley.

Spanning at 10,000 square feet, the warehouse is able to serve customers from 3 major states; Selangor, Wilayah Persekutuan Kuala Lumpur, and Wilayah Persekutuan Putrajaya.

If you're curious to see this warehouse and what it has to offer, check out the virtual store of the Store & Send warehouse!

[SEE VIRTUAL TOUR @ STORE & SEND WAREHOUSE](#)

By being within a short distance from these locations, your customers can enjoy a lower and even free shipping rate, as well as faster delivery! Your customers would definitely appreciate it a lot.

3 Cons of Store & Send

So far, everything about Store & Send looks impressive and it definitely is. But that doesn't mean there aren't any downsides to look out for, even if you're keen to use this service.

Here are 3 cons of Store & Send to take note of.

1. Only one warehouse

While the earlier mentioned warehouse in PJ is definitely impressive, it's unfortunately the only one. If you have customers outside of the Klang Valley, they won't be able to enjoy many of the benefits of better shipping rates and faster delivery times.

For example, if you have orders from Penang or Johor, they could be subjected to higher shipping fees or longer delivery times. The best way around this is to utilise Store & Send for your customers that are only within the Klang Valley, or to use Store & Send to deliver stock that's only meant for the Klang Valley area.

But if you're hoping to use Store & Send for other locations, then unfortunately this isn't possible or recommended at the moment.

2. Custom integration will take time and have extra fees

We mentioned earlier that should you need custom integration for your online store builder there will be challenges. While yes, it's definitely possible to integrate your custom built online store with Store & Send, but the downside is that the process could take up to 2 months!

Not only that, but this integration becomes even more complicated and costly if your online store is not powered by any popular builder or platform. Again, it's still possible to integrate, but Store & Send may charge you extra fees for this on top of it taking more time.

Even so, you can always contact Store & Send to find out more about the integration process and what can be the best solution for you. So don't lose hope if this is a major roadblock for you!

3. Weak social media presence

Currently, Store & Send only has their Facebook page as their only social media presence to update their customers and clients. It's an actively managed account for sure, and they do engage with the commenters on the page.

But this means that if you don't use Facebook, you may lose out on relevant updates or offers that may interest you, such as free additional spaces that you could utilize.

It's likely Store & Send is focusing on other areas rather than their social media presence, which is a shame as they do come up with some great offers. It's also one of the reasons why so few know about them too.

Thankfully, most Malaysians do have a Facebook account so if you want to, go follow them on their [Facebook page](#)!

Store & Send Pricing Details

Now that we've covered what Store & Send is capable of as well as their downsides, let's take a closer look at their pricing in more detail to see why they are considered affordable.

Below is a table of what packages they have to offer:

Package	Starter	Competence	Expert
No. of Cartons Inbound	Up to 80	Up to 200	Unlimited
No. of Orders Fulfilled	Up to 180	Up to 500	Up to 3800
Average rental space provided	Up to 2cbm	Up to 4cbm	Up to 20cbm
MONTHLY CHARGES	RM600	RM1,300	RM8,300

As shown, they have three tiers: Starter, Competence, and Expert. Their price range starts from RM600 per month, which is actually impressive for a small e-commerce business.

To put this into perspective, from just RM600 per month, Store & Send solves many issues that could cost you up to RM40,000 per month should you be doing it by yourself. This includes:

- Warehouse rental
- Warehouse insurance
- Warehouse security systems
- Racking & maintenance
- Warehousing management system
- Flyer bag
- Stationary

- Staff hiring
- Staff error
- Staff leave

Whatever it is, the services Store & Send offer promises to give you your money's worth no matter which package you choose. This makes Store & Send truly ideal for small to medium e-commerce companies who are hoping to save on cost especially in terms of warehouse needs.

With that said though, there are also some additional costs you should look out for.

Additional Charges	Starter	Competence	Expert
Bubblewrap (1m square)	RM1.50	RM1.50	RM1.50
Carton inbounds (per carton)	RM3.50	RM2.50	FREE
Orders fulfilled (per order)	RM2.20	RM2.00	RM1.50
Rental Space (per cbm) <i>*Up to double the space</i>	RM85	RM80	RM65

There are additional charges for things like bubble wraps, inbound cartons, and even orders fulfilled that you will need to take note of, which have also been mentioned in the table above.

But they are still within the affordable range, and the higher your chosen package is, the lower the costs will be for you.

There's also the additional costs should you need to get more storage space, with the cost depending on which package you choose as well, with the price starting at RM85 for the starter package and as low as RM65 for the expert package.

Should you opt for this additional storage, it means you're getting double of the space you initially got from your package. This means that if you're on a starter package, you'll get up to 4cbm from the initial 2cbm. Those with the competence package will get up to 8cbm, and those with the expert package will get up to 40cbm.

Of course, if you're finding it hard to fully calculate it all in your head, it's recommended you contact Store & Send to get a full quotation. With further discussion, you might even be able to

discuss a quotation that is within your budget and gives you all the services that you need to run your business smoothly.

[GET FULL QUOTATION FROM STORE & SEND](#)

Verdict: Is Store & Send worth it?

If you're in need of a courier service in the Klang Valley that also does warehousing and more, a fulfillment center like Store & Send is the best solution.

Based on what we've shared so far, Store & Send is a great option for those who are keen to expand their e-commerce business. Even more so if you're looking into expanding your production and selection for your customers.

They make delivering and providing services to your customers hassle-free, which makes it easier to focus on other aspects to grow your business, like marketing.

On top of their warehousing and delivery solutions, their specially developed software also makes it easy for you to keep track of your stock on various platforms. A definite plus if you want to expand your business to multiple platforms too!

Due to their location constraints though, their services are better suited for e-commerce businesses operating mainly within the Klang Valley. Which means Store & Send is great if you're focused on developing and servicing your customers within this area alone.

Paired with an affordable pricing overall, this makes Store & Send perfect particularly for small to medium-sized e-commerce businesses.

If you're curious to know how much Store & Send can help you, including the cost, you can get a full quotation from them today!

Key Features	Recommended For
✓ Able to sync your inventory across multiple platforms and view it remotely ✓ Affordable and flexible pricing ✓ Secure pick & pack process ✓ Saves time and effort for delivery ✓ Strategically located	• Small to medium e-commerce sellers • Entrepreneurs • Sellers targeting Klang Valley

[GET FULL QUOTATION FROM STORE & SEND](#)