

J&H Fulfillment

The Power of Flexibility and Technology in Modern Fulfillment Solutions



Founded in 2013, J&H Fulfillment has swiftly become a game-changer in the logistics and fulfillment industry by addressing a critical gap—the need for seamless, scalable solutions tailored to fast-growing businesses. The company combines expertise in fulfillment services, project management, and cutting-edge systems technology to empower its clients to navigate the complex supply chains with ease. Its focused approach has been a key driver in its remarkable 25 percent annual growth, making J&H Fulfillment a powerhouse in an industry where efficiency and flexibility are key.

J&H Fulfillment sets itself apart by committing to flexible, transparent, and customized solutions that meet each client's specific needs. Unlike many fulfillment companies with rigid systems, J&H Fulfillment takes a dynamic approach that allows clients to adapt their fulfillment and project needs seamlessly.

It leads the industry with its 100,000-square-foot facility, a dedicated 25,000-square-foot project area, and innovative systems that provide real-time data and full transparency. The company stands ready to grow alongside its clients as they navigate an ever-evolving marketplace.

“What sets us apart isn't just our infrastructure—it's also our approach. We've always prioritized creating win-win solutions for our clients,” says Bob Jette, Partner at J&H Fulfillment.

Its client-first philosophy is evident in its willingness to go the extra mile, from offering custom kitting and labeling upon receipt of materials to managing urgent projects with precision and care. These efforts help businesses enhance their brand and improve customer satisfaction, where others cannot.

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EMPOWERING CLIENTS THROUGH TECHNOLOGY

Technology plays a pivotal role in J&H Fulfillment's service delivery. The company's advanced technology platform gives

clients full visibility and control over their operations, allowing them to monitor every step of the fulfillment process in real time. User friendly reports that can be customized, scheduled for automatic delivery, and meet both end user level and CFO real-time requirements, is one of the foundation online tools provided to all clients at NO CHARGE. This level of transparency enhances operational efficiency while building trust—an essential element in long-term business relationships.

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This technological integration is a cornerstone of J&H Fulfillment's value proposition. It enables clients to adapt quickly to market changes and customer demands, providing them a competitive edge.

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The company's flexibility extends beyond technology. Unlike many competitors, J&H Fulfillment is not just about moving boxes from point A to point B. It offers a range of specialized services tailored to meet the unique needs of clients. Whether it's managing complex projects, adapting to fluctuating demand, or providing customized packaging solutions, J&H Fulfillment's adaptive approach sets it apart.

PROVEN TRACK RECORD OF RESPONSIVENESS

J&H Fulfillment's ability to respond swiftly and effectively to client needs is a hallmark of its service. For example, The Western Golf Association (WGA), a staunch advocate for youth caddies and sponsor of the Evans Scholars Foundation (ESF), found itself grappling with a fulfillment challenge that threatened the donor experience and, ultimately, the support for its scholarship initiatives. With a donor base reliant on timely, branded thank-you gifts such as golf balls, hats, and umbrellas, WGA needed a reliable fulfillment partner. The previous provider's delays of 4-6 weeks due to spikes in volume within a single week, inventory mismanagement, and frequent backorders cast doubt on the WGA's ability to show appreciation for its donors, putting future contributions at risk.

J&H Fulfillment stepped in to transform WGA's operational efficiency. Taking immediate action, J&H seamlessly transferred all of WGA's inventory to its state-of-the-art distribution center. The company implemented real-time inventory tracking and automated reordering systems to prevent product shortages. More

importantly, J&H re-routed all gift orders to its system, ensuring same-day fulfillment and shipping, regardless of the spikes in activity. These changes addressed the root issues and streamlined the entire process.

The results were remarkable. Donors received their appreciation gifts within days, no longer having to wait for weeks or receive shipments piecemeal. Complaints from donors disappeared, and WGA office staff could finally focus on other critical tasks. Within the first year, J&H shipped over 10,000 packages, totaling 20,000 branded gifts, with impeccable accuracy.

In the long term, WGA recognized the transformative impact of this partnership. “This modernizes the donor experience and is immeasurably easier on our administration team,” said WGA's management, praising J&H for the team's precision and reliability. By handling over 82,000 packages and more than 161,000 gifts with over 99.5 percent accuracy, J&H Fulfillment continues to ensure that the WGA can focus on what matters most—supporting young scholars—while donors remain engaged, appreciated, and loyal.

Thanks to J&H Fulfillment, WGA's brand awareness also grew as more donors proudly sported their branded gifts, and the organization experienced internal growth and success. Employees at WGA involved in the fulfillment shift received promotions, solidifying the impact of the decision on both the organization and its stakeholders.

A VISION FOR THE FUTURE

Looking ahead, J&H Fulfillment's goals are clear: to continue growing alongside its clients, expand its service offerings, and maintain the high level of flexibility and transparency that defines the company. Alongside J&H's FDA Drug Distribution License and Liquor Distributor's License, plans are already underway to obtain a Food-Grade Certification, which will allow it to cater to clients in the food and beverage industry, further broadening its service capabilities.

The company also aims to enhance its already robust infrastructure. Future investments will focus on advanced technology solutions that provide clients with even greater control and efficiency, ensuring that J&H Fulfillment remains at the forefront of the industry.

Beyond the impressive statistics and technological capabilities, what truly drives J&H Fulfillment is a deep commitment to their clients' success. J&H Fulfillment is not just a service provider—it is a partner businesses can rely on.

J&H Fulfillment's combination of flexibility, technological innovation, and customer-centric service provides a compelling solution for businesses seeking more than a standard fulfillment provider. With a robust track record, a forward-thinking approach, and a steadfast commitment to client success, J&H Fulfillment demonstrates itself to be the essential partner that businesses need to thrive in an increasingly competitive market. **LT**