



What production/decoration methods can I use?

Fulfill Engine supports on-demand fulfillment of heat applied graphics (DTF, screen printed transfers, emblems & patches), dye sublimation, direct-to-garment, embroidery, and laser engraving.

What is Quote to Order?

Quote to Order streamlines the creation of production jobs, enabling easy sharing with clients for review, approval, and seamless payment—all within a single, user-friendly workflow. Once the order receives approval, our automated processes take over to ensure efficient execution.

Can I create product mockups?

Yes! Thanks to Fulfill Engine's Product Builder tool, you can create product mockups automatically while setting up products! Just select a print method, upload your design, select your blank apparel, and pick your print location. Our team has measured every item in the integrated catalog to ensure accurate sizing and placement.

How do I create products?

The Product Builder tool allows you to upload your artwork, choose your print method, select your blank apparel, and print location. The Product Builder simultaneously builds a production recipe and an accurate mockup while you input order details. Within seconds, your product mockup is available to publish on your webstore to start capturing orders.

Since Fulfill Engine is connected to your apparel suppliers, we provide real-time inventory updates to ensure that your products are in stock and available. If a size or color in your chosen apparel is unavailable, Fulfill Engine automatically prevents your customers from ordering it.

After you create the product, you can customize the product description, edit the design, change color offerings, and update the price. Additionally, you can set your product's price either as a fixed dollar amount or to ensure a specific dollar amount or percentage profit.

Can I price and place bulk orders too?

Absolutely! Along with powerful webstores and fulfillment/production software, Fulfill Engine gives decorators the power to build, quote, and place orders of any size using the Product

Builder. Customized with your own pricelists, you can quickly and easily quote your customer for bulk orders. Plus, as you create the product, our system automatically generates an accurate mockup and a production blueprint, saving you the time previously spent on manual tasks and lengthy email exchanges.

How Does Integrated Apparel Ordering work?

By connecting your apparel supplier accounts, Fulfill Engine can automatically place orders for blank apparel under your account(s). This integration keeps inventory updated hourly and sends alerts for low stock items. If an item goes out of stock, the unavailable products, colors, or sizes cannot be ordered, eliminating backorders.

What happens if apparel order is damaged upon receiving?

Forget the headache of back-and-forth supplier communication when something goes wrong. With our integrated order replacement system, within a few clicks, your order replacement can be requested directly from your supplier from within the Fulfill Engine platform.

What is a "White-Label" Webstore?

The white-label webstores in Fulfill Engine are unique eCommerce sites that can be branded for your business or your customer's business, with no Fulfill Engine logos, making them appear as independent stores.

How much does it cost to set up a store?

Nothing. You can create an unlimited number of webstores for zero additional cost.

Can I adjust pricing and profit margins per store or customer?

Yes. You can manually adjust margins and easily quote specific customers using custom pricelists for any supported decoration method. This is made even easier with connected blank apparel suppliers with integrated apparel costs.

Can I create Promo Codes for online stores?

Yes. You can easily set up promo codes, credits, and discounts for online stores.



What Is “Scan To Print”?

Scan to Print streamlines production by providing access to key order and production information through a simple QR code scan on small labels. Users can scan the QR code to quickly retrieve the information they need, avoiding the hassle of clicking through screens or sifting through stacks of papers.

For print on demand and fulfillment, your team will print QR code labels and attach them to each garment (typically in the lower corner) upon receipt. The label stays on the garment until production is complete and the order is ready to ship. With the final scan, Fulfill Engine generates a shipping label, and the sticker can be removed before packaging.

For bulk orders, only one QR code will be printed per job instead of one for each garment. Similar to the print-on-demand process, your production team will scan the QR code throughout the manufacturing process until shipping.

What is the Decorator Network?

The decorator network is your gateway to outsourcing screen printing, embroidery, or direct to film (DTF) services to a reliable group of quality-assured decorators. Whether you need help with overflow or want to offer decoration methods beyond your in-house capabilities, the network provides a simple and streamlined solution for business growth without compromising quality. Best of all, it's accessible with just a click of a button.

Is there a limit to the number of online stores I can have?

Nope! Fulfill Engine allows you to create an unlimited number of webstores, allowing you to service any of your customers with online order capture without incurring additional fees or subscription charges.

What is print on demand?

Print on demand (POD) is a production process where products are manufactured immediately after a customer places an order. Unlike traditional methods, where items are made and stocked in inventory or produced after reaching a minimum order threshold, POD uses technologies like direct to film (DTF) transfers and direct to garment (DTG) decoration. However, many businesses struggle with the administrative burden of handling numerous small orders. Fulfill Engine automates the order capture and manufacturing processes, allowing you to offer POD products to your customers without the hassle of managing single-unit orders.

What is included with the onboarding?

Our one-time onboarding fee includes training and a guided walkthrough to connect your accounts with Stripe, apparel vendors, and transfer vendors. Even after you're up and running, our Customer Success Specialists are here to support you and ensure your success with the platform.

How do payments and credit card processing work?

All credit card processing & payments are handled through Stripe. You can also use the integration with QuickBooks to bill customers using payment terms.

Is there a way to automatically invoice a client?

Yes. Your clients can pay using a credit card during checkout or you can bill your customers on their account using a connection to your QuickBooks account.

Can I set up non-profit accounts? Yes.

How does the system determine the shipping charges for the end user? Does it provide calculated rates to the end user?

Yes, Fulfill Engine offers you three distinct options for shipping charges:

1. **Flat Rate Shipping:** A fixed shipping fee applied to each order.
2. **Free Shipping:** Users qualify for free shipping upon reaching a specified dollar amount, encouraging incentivized purchasing.
3. **Weight-Based Shipping:** Shipping charges are determined based on the weight of the items in the order and calculated using the integration with Ship Engine.

Are there any subscription fees?

No, there are zero monthly recurring fees. Aside from the one-time onboarding charge, you only pay a low transaction fee.

If my customer already has a website, can they host products on their website?

Yes, you can easily embed any white label webstore into any existing website by copying and pasting iframe code into the site. You can see this in use at Bulldog Tours here:

www.bulldogtours.com/shop/

