

E-FULFILLMENT

pick | pack | storage | stock management



FULFILLMENT PICK & PACK		is calculated per order shipped/received	0.92 €/order
Storage	up to 2 EuroPallets or 2 CBM goods		free of charge
	over to 2 EuroPallets or 2 CBM goods		0.55 €/day/pallet/cbm
Packing Material	material for packing (flyer/ punch) customized packaging can be purchased upon request on client cost		0.25 €/order
Documents Printing	invoices, instructions, manual or any other printed materials		0.20 €/order
Labeling	barcode, translation, expiration date labels or other requested labels		0.12 €/pcs
	printing and application of shipping courier labels (awbs)		free of charge
Inventory	2 inventory / year are free of charge - for more see price/ inventory		75 €
Reception	numerical only (count the pieces inside boxes)		free of charge
	quality and visual check on every product(verify every product unit)		0.08 €/pieces
Stock Limits	max. product category in stock (colors/size, models)		max. 50 sku
Dimmension Weight Limits	max. dimension or weight for one product or stock unit		40/30/30 cm - 5 kg
Warehouse Location	Bucharest RO or Ilfov RO based on your product category authorisation (food, textile, general goods, etc)		
Minim Contract Value	minim value invoiced / month (inlcuding all logistic services)		150 €

Efficient Storage and Fulfillment Solutions for Online Businesses

In today's fast-paced e-commerce environment, businesses require streamlined logistics solutions to maintain customer satisfaction and operational efficiency. Our Storage and Fulfillment service is designed to help online retailers manage inventory, process orders, and expedite deliveries while reducing operational costs.

Core Activities within the Fulfillment Service

Receiving Goods: We handle inbound shipments, ensuring accurate quantity checks and inventory placement.

Inventory Management: Our system provides real-time tracking of stock levels, preventing overstocking or shortages.

Secure Storage: Goods are stored in optimal conditions, maintaining product integrity and accessibility.

Order Processing: Upon order confirmation, items are quickly retrieved, packed, and prepared for dispatch.

Packing and Labeling: Orders are carefully packed and labeled according to courier specifications, ensuring safe transportation.

Shipping Coordination: Orders are dispatched via our trusted courier network, ensuring fast and reliable deliveries.

Returns Management: We handle customer returns efficiently, reducing processing time and enhancing customer experience.

Advantages of Using Our Fulfillment Services

- ✓ **Reduced Delivery Costs:** By consolidating shipments and optimizing logistics, we help businesses lower shipping expenses.
- ✓ **Faster Transit Times:** Strategically located warehouses ensure quick dispatch and delivery, improving customer satisfaction.
- ✓ **Scalability:** Businesses can expand operations without worrying about storage constraints or logistics challenges.
- ✓ **Automation & Integration:** Seamless integration with e-commerce platforms allows for real-time inventory and order updates.
- ✓ **Focus on Growth:** With fulfillment handled externally, businesses can concentrate on marketing, sales, and customer engagement.

By leveraging our fulfillment services, online retailers can boost efficiency, reduce costs, and enhance customer experience, ensuring a competitive edge in the digital marketplace.

The service refers to storage, pick, pack and delivery preparation for general goods that do not require special authorizations (like food, chemical, excise, tobacco, alcohol or pyrotechnic materials).

The service is offered depending on the available storage capacity and is made available in our own warehouses.

The service and responsibility starts from the reception of the goods in our warehouse and the communication to the customer of the received stock.

The offer is expressed in **EUR without VAT** (VAT is applied depending on the country of invoicing and the legislation in force) - and is valid for 30 days from the date of transmission.



TCE ECOMMERCE SERVICES

details about Call Center Services here
details about Cash on Delivery Services here
details about Prepaid Delivery Service here
details about Domestic Delivery Romania here



EN ISO 9001
EN ISO 14001

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Virtual Assistant: TCE Assistant ChatGPT

CALL CENTER ROMANIA

CALL CENTER SERVICES

Boost Your COD Delivery Rate with Personalized Pre-Delivery Calls.

Plans	Best for	What's included	Key value	Price
BASIC - Delivery Confirmation Essentials	Stores that want to reduce failed COD deliveries with a simple, efficient process.	Order upload & management in cloud Product and price confirmation with the customer Pre-delivery confirmation calls Order status updates in real time Monthly performance summary report	✓ Fewer failed deliveries ✓ Better COD confirmation rate ✓ Minimal operational effort for your team	0.79 eur/ call
ADVANCED - Delivery Assurance Pro	Businesses that need higher delivery accuracy and deeper visibility into refusals.	Everything in BASIC, plus: Full delivery address verification Detailed explanations for every refused order Structured refusal reasons logged in the cloud Monthly analytical reports with actionable insights	✓ Reduced address errors ✓ Clear understanding of customer objections ✓ Data-driven decisions to improve future sales	0.99 eur/ call
PREMIUM - Revenue Protection & Growth Suite	High-volume sellers who want maximum control, recovery, and long-term growth.	Everything in ADVANCED, plus: Proactive outbound call Live support & chat follow-up Abandoned cart recovery calls Customer feedback & upselling	✓ Maximum COD delivery success ✓ Higher conversion rate ✓ Increased customer loyalty ✓ Better understanding of customer needs ✓ Higher average order value	1.26 eur/ call

Upload your Cash on Delivery orders to our secure cloud platform and let our team handle the entire confirmation process. We validate customer details, contact buyers through personalized pre-delivery calls, and actively motivate them to accept and receive their orders. All confirmed orders are updated in real time in the cloud, ready for shipping. In case of refusals or delivery risks, we provide clear call feedback and documented explanations, helping you identify recurring issues and improve future performance. Our service reduces failed deliveries, minimizes returns, and increases your overall COD delivery rate—so you ship smarter, save costs, and get paid faster.

Service Availability & Integration
This service is available exclusively on the Romanian market. It can be delivered as a standalone solution or seamlessly integrated with fulfillment and courier services, offering full flexibility based on your operational needs and existing logistics partners. The offer is expressed in EUR without VAT (VAT is applied depending on the country of invoicing and the legislation in force) - and is valid for 30 days from the date of transmission.

One Complete Logistics & Delivery Performance Solution for Romanian eCommerce

Our service is designed to fully replace and optimize the logistics operations of online stores selling Cash on Delivery in Romania. By combining professional order confirmation calls, fulfillment, and courier coordination into one seamless workflow, we eliminate failed deliveries, reduce operational costs, and increase your real revenue.

You simply upload your orders to our cloud platform. We verify customer data, confirm products and prices, validate delivery addresses, and contact buyers with personalized pre-delivery calls that motivate them to receive their orders. Confirmed orders are instantly updated and prepared for shipping, while refused or risky orders include clear explanations and documented feedback.

When integrated with fulfillment and courier services, our solution becomes a complete end-to-end logistics system. From order confirmation to warehouse processing, delivery tracking, and post-delivery feedback, everything is handled in one place. We also re-contact customers who abandoned their carts, recover lost sales opportunities, and provide advanced analytics to help you continuously improve performance.


The result?

- ✓ Higher COD delivery success rates
- ✓ Fewer returns and shipping losses
- ✓ Full visibility and control over every order
- ✓ A better customer experience without added workload


Whether used independently or fully integrated, our service allows online stores to scale faster, operate smarter, and focus on growth—while we take care of the entire delivery journey from click to cash.

TCE SERVICES

details about Fulfillment Services here
details about Cash on Delivery Services here
details about Prepaid Delivery Service here
details about Domestic Delivery Romania here



EN ISO 9001
EN ISO 14001

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Virtual Assistant: TCE Assistant ChatGPT



Ecommerce Cash on Delivery International Courier -

delivery of goods with **COD (cash collect on delivery)** in Romania and in European Union

The mentioned service refers to the shipment of goods (parcels) from Romania, to Romania or the mentioned European destinations, the transport of these shipments by road and their delivery with the collection from the recipient of the amounts indicated by the sender. The shipment will not be delivered when the recipient does not pay the amount due by the sender. The amount of the refund is indicated in the currency of the destination country and is transferred in this currency or converted upon request. Undelivered shipments are returned consolidated to the point of origin.

✓ The collected refund amounts are transferred twice a week.

✓ Refunds are transferred only by bank transfer or Paypal, anywhere in the world.

Additional Services and Details

Monthly Volume	The rate refers to shipments sent exclusively from the TCE Fulfillment warehouse.
Weight	Weight - the greater of the volumetric weight / weighed weight is invoiced
Volumetric Weight	Volumetric Weight - (L x W x H) / 5000 = Volumetric Weight (dimensions in cm.)
Return	the same rate invoiced for the initial shipment is applied.
External Area	2.2 eur/delivery in the area that is not covered by courier services (in Romania only)
Fuel charge	valid on the web page https://www.tcecourier.com/fuel-charge
Invoicing	rates are expressed in EUR without VAT
Transit Time	transit time is indicative and is expressed in working days
COD card / POS collect	for the payment of the refund by card the cost will be 1.5% of the value COD's

Cash-on-Delivery (COD) – The Smart Payment Solution for Deliveries in Romania & Europe

Offering Cash-on-Delivery (COD) as a payment option enhances customer trust and boosts sales for online businesses. Our COD service in Romania and across Europe ensures secure and convenient transactions, making it ideal for e-commerce and B2B deliveries.

✓ Increased Sales & Customer Trust – Many customers prefer to pay upon delivery, leading to higher conversion rates.

✓ Fast & Secure Payment Collection – Payments are handled securely and transferred to your account efficiently.

✓ Expanded Market Reach – Sell confidently to customers who do not use online payments.

✓ Reduced Order Cancellations – Customers are more likely to accept a COD order, minimizing cart abandonment.

✓ Seamless Integration & Tracking – Our system ensures real-time tracking of COD shipments for full transparency.

CERTINSPECT
Register

EN ISO 9001

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<https://www.rocurier.com/cash-on-delivery-courier-romania>

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Destination		up to 1 kg	2 kg	3 kg	4 kg	5 kg
AUSTRIA	AT	6.8 €	6.8 €	7.5 €	8.1 €	8.8 €
BULGARIA	BG	6.5 €	6.7 €	7.0 €	7.2 €	7.4 €
CROATIA	HR	5.2 €	5.2 €	6.1 €	7.4 €	8.0 €
CZECH	CZ	5.7 €	5.7 €	6.5 €	7.3 €	8.0 €
GERMANY	DE	7.2 €	7.4 €	8.5 €	9.5 €	10.0 €
GREECE	GR	4.6 €	6.7 €	7.3 €	8.8 €	9.4 €
HUNGARY	HU	8.4 €	8.6 €	8.8 €	9.0 €	9.3 €
ITALY	IT	7.8 €	7.8 €	7.8 €	13.4 €	13.4 €
POLAND	PL	5.4 €	5.4 €	6.4 €	7.1 €	7.8 €
SLOVAKIA	SK	5.2 €	5.2 €	6.1 €	7.2 €	7.8 €
SLOVENIA	SL	5.1 €	5.1 €	5.6 €	6.2 €	6.7 €
ROMANIA	RO	2.9 €	3.1 €	3.4 €	3.7 €	4.0 €

Destination	Cash on Delivery	COD limit/ order	Transit Time
AUSTRIA	6.0 €	<= 2000 EUR	2-3 days
BULGARIA	1.0 €	<= 500 BGN	2-3 days
CROATIA	1.0 €	<= 1250 EUR	3-4 days
CZECH	1.0 €	<= 50 000 CZK	2-3 days
GERMANY	3.5 €	<= 1000 EUR	3-5 days
GREECE	1.3 €	<= 1500 EUR	3-4 days
HUNGARY	1.0 €	<= 150 000 HUF	2-3 days
ITALY	2.0 €	<= 150 EUR	3-4 days
POLAND	1.0 €	<= 4000 PLN	2-3 days
SLOVAKIA	1.0 €	<= 800 EUR	2-3 days
SLOVENIA	1.0 €	<= 500 EUR	2-3 days
ROMANIA	1.0 €	<= 5000 RON	1 day



Ecommerce Worldwide Courier

Tracked Global Delivery Services for prepaid shipments

Destination Country	ID	Tranzit	50g	100g	200g	250g	300g	500g	1 Kg	2 Kg	3 Kg	4 Kg	5 Kg
Austria	AT	4-5 days	4.4	4.8	5.6	6.0	7.5	7.7	8.2	9.2	10.3	11.3	12.4
Belgium	BE	3-4 days	5.4	5.7	7.2	7.2	7.3	7.4	7.9	8.8	9.7	10.6	11.5
Bulgaria	BG	2-3 days	3.6	3.8	3.9	4.0	4.2	4.4	4.4	5.0	5.5	6.0	6.5
Croatia	HR	5-7 days	6.4	6.7	7.4	7.8	8.1	9.5	12.0	15.2	18.4	21.7	24.9
Czech Republic	CZ	3-4 days	4.9	5.0	5.1	5.1	5.2	5.4	5.9	6.9	7.9	8.9	9.9
Denmark	DK	4-5 days	6.5	6.6	6.8	6.9	7.0	7.5	8.6	10.7	22.6	23.5	24.4
Estonia	EE	4-7 days	4.3	4.7	5.4	5.8	6.2	7.6	11.3	14.8	19.2	20.1	21.0
Finland	FI	4-6 days	6.6	7.0	7.6	8.0	8.3	9.7	13.1	14.1	17.9	18.8	19.6
France	FR	4-5 days	5.1	5.2	5.5	5.7	5.9	6.5	8.3	10.0	11.5	13.0	14.8
Germany	DE	2-3 days	5.4	5.4	5.7	5.7	5.8	6.0	6.4	7.4	9.0	10.2	11.4
Greece	GR	5-7 days	4.6	5.1	6.2	6.7	7.2	9.3	14.6	25.0	30.0	30.9	31.8
Hungary	HU	2-3 days	4.0	4.0	4.0	4.0	4.1	4.1	4.3	4.7	5.0	5.3	5.7
Iceland	IS	5-7 days	6.4	6.9	7.9	8.4	8.9	10.9	15.9	25.9	41.0	44.7	48.5
Ireland	IE	4-6 days	5.7	5.8	6.1	6.2	6.3	6.8	8.0	10.4	12.8	15.2	17.6
Italy	IT	4-5 days	7.2	7.3	7.5	7.6	7.7	8.1	9.0	10.9	12.9	16.0	17.9
Latvia	LV	4-6 days	3.8	4.1	4.7	5.0	5.3	6.6	9.6	14.2	18.5	19.4	20.3
Lithuania	LT	4-5 days	5.1	5.3	5.9	6.2	6.4	7.5	10.3	13.1	17.5	18.3	19.2
Luxembourg	LU	4-5 days	4.3	4.4	4.7	4.8	4.9	5.4	6.6	9.0	11.7	13.0	14.4
Malta	MT	4-7 days	5.7	6.1	7.0	7.4	7.8	9.5	13.6	22.0	25.3	29.6	34.0
Netherlands	NL	3-4 days	3.9	4.2	4.6	4.8	5.1	6.0	7.6	8.5	9.4	10.3	11.2
Norway	NO	5-8 days	6.1	6.4	6.9	7.2	7.4	8.5	11.0	16.2	23.1	26.2	29.4
Portugal	PT	4-7 days	3.9	4.2	4.8	5.1	5.4	7.4	8.7	11.8	15.0	18.1	21.3
Poland	PL	3-4 days	4.1	4.2	4.3	4.4	4.4	4.6	5.2	6.4	8.3	9.4	10.6
Romania	RO	1-3 days	0.5	0.5	0.5	0.5	0.5	0.6	0.7	0.9	1.2	1.4	1.7
Slovakia	SK	3-4 days	3.7	3.9	5.6	5.7	5.7	5.9	6.4	7.4	8.5	9.5	10.5
Slovenia	SI	5-6 days	5.4	5.7	6.4	6.7	7.0	8.3	11.6	18.2	34.3	35.2	36.1
Spain-Mainland	ES	4-7 days	5.7	5.8	6.1	6.2	6.3	6.9	8.2	11.2	14.2	17.1	20.0
Spain-Balearics	ES	6-11 days	11.0	11.1	11.5	11.7	11.9	12.6	14.4	18.0	21.6	25.2	28.8
Moldova	MD	4-6 days	6.7	7.7	9.6	10.6	11.5	15.3	24.9	26.5	28.8	31.2	33.6
Sweden	SW	4-6 days	4.9	5.1	5.5	5.7	5.9	6.8	8.9	13.0	29.4	30.3	31.2
Switzerland	CH	4-6 days	6.4	6.6	6.9	7.1	7.3	8.0	9.8	13.3	17.7	19.1	20.6
United Kingdom	UK	6-9 days	4.7	4.9	5.3	5.5	5.7	6.4	8.3	12.1	18.2	20.0	21.8
Russian Federation	RU	7-12 days	5.9	6.3	7.1	7.5	7.9	9.5	13.5	21.4	29.8	34.1	38.3
Turkey	TR	7-12 days	5.8	6.1	6.7	7.1	7.4	8.7	11.9	18.4	24.4	27.2	29.9
Canada	CA	7-10 days	6.5	7.2	8.6	9.3	9.9	12.6	19.4	33.0	48.2	58.4	68.5
United States *	USA	9-13 days	6.0	6.5	7.4	7.9	8.4	10.3	15.0	24.6	56.0	60.6	65.2
Mexico	MX	11-16 days	5.7	6.1	7.0	7.4	7.9	9.6	14.1	23.0	31.8	38.5	45.2
Argentina	AR	8-16 days	6.8	7.6	9.3	10.1	11.0	14.3	22.5	39.1	55.0	67.3	79.6
Brazil	BR	11-16 days	6.2	6.8	8.1	8.7	9.4	11.9	18.3	31.1	53.2	62.6	72.1
Chile	CL	11-16 days	6.7	7.5	9.1	9.9	10.7	13.9	22.0	38.2	58.8	72.7	86.7
Israel	IL	11-16 days	5.4	5.8	6.6	7.1	7.5	9.2	13.5	22.2	33.0	37.0	41.0
United Arab Emirates	AE	10-15 days	4.7	5.6	7.4	8.4	9.3	12.9	16.5	21.4	26.4	31.3	36.3
China	CN	6-8 days	5.5	6.0	6.8	7.2	7.7	9.4	16.5	23.3	30.1	36.9	43.7
Hong Kong	HK	11-16 days	4.7	5.0	5.6	5.9	6.3	7.6	10.8	17.2	40.1	43.3	46.5
India	IN	8-11 days	5.0	5.9	7.8	8.7	9.6	13.3	16.3	20.3	24.3	28.3	32.3
Indonesia	ID	5-8 days	5.1	6.1	8.2	9.2	10.2	14.4	24.6	33.1	42.1	51.0	60.0
Japan	JP	11-16 days	5.2	5.9	7.4	8.1	8.8	11.7	18.9	33.3	42.1	50.5	58.8
Malaysia	MY	11-16 days	4.4	5.3	7.3	8.3	9.3	13.3	23.2	28.4	34.0	39.6	45.3
Singapore	SG	11-16 days	5.2	5.5	6.3	6.7	7.1	8.7	12.6	20.4	31.2	36.5	41.9
South Korea	KR	11-16 days	5.7	6.2	7.2	7.6	8.1	10.0	14.9	24.5	31.6	37.7	43.8
Taiwan	TW	11-16 days	5.7	6.3	7.4	7.9	8.5	10.7	16.3	27.4	43.2	50.9	58.6
Thailand	TH	7-12 days	4.3	5.2	7.1	8.1	9.0	12.7	22.1	27.3	31.9	36.5	41.1
Australia	AU	7-10 days	8.5	9.5	11.5	12.5	13.5	17.6	27.7	47.8	67.0	84.0	101.1
New Zealand	NZ	7-10 days	6.6	7.6	9.6	10.6	11.6	15.6	25.5	45.4	68.3	86.8	105.4
South Africa	ZA	6-11 days	6.0	6.5	7.6	8.2	8.7	10.9	16.4	27.4	42.5	51.3	60.2
Zone Rest of Europe	NONEU	11-16 days	5.4	6.4	8.3	9.3	10.2	14.0	23.6	25.2	27.6	30.0	32.4
Zone Latin America	AL	11-16 days	6.7	7.2	8.3	8.8	9.4	11.5	16.8	27.5	38.0	46.0	54.0
Zone South America	AMS	11-16 days	7.4	8.1	9.7	10.4	11.2	14.2	21.9	37.2	63.6	74.9	86.2
Zone Middle East	OM	11-16 days	5.5	6.6	8.8	9.9	11.0	15.4	19.7	25.6	31.5	37.4	43.3
Zone Asia	AS	11-17 days	6.0	7.3	9.7	11.0	12.2	17.1	29.4	39.5	50.3	61.0	71.8
Zone Oceania	OC	11-18 days	10.1	11.3	13.8	15.0	16.2	21.0	33.1	57.3	80.2	100.6	121.1
Zone Africa	AF	11-19 days	7.1	7.8	9.1	9.7	10.4	13.0	19.6	32.8	50.8	61.4	72.0

Grow Your Online Business with Our International Tracked Delivery Service

Expand your e-commerce business globally with confidence!

Our International Economic Delivery Service is specially designed for online sellers in Romania who want to ship anywhere in the world – without customs hassles, hidden fees, or delivery restrictions.

- ✔ No customs duties or additional import/export taxes
- ✔ Transparent pricing – no hidden costs, ever
- ✔ Worldwide delivery – from Romania to any global destination
- ✔ Direct-to-door service – no post office pickups, no delays
- ✔ Fully tracked shipments – know where your package is at all times
- ✔ No restrictions that could limit your business growth
- ✔ Perfect for sellers on Etsy, Amazon, eBay, Shopify & more

Whether you're just starting out or scaling your global operations, our service provides the flexibility, affordability, and reliability you need to sell anywhere, anytime.

Start shipping now:

Dimensions
Minimum size : 90 x 140 mm
Maximum size : The sum of the length, width and height must not exceed 900 mm.
The longest side must not exceed 600 mm (with a tolerance of 3 mm)
Maximum weight per item : 2000 grams

Parcels
Dimensions
Minimum size : 90 x 140 mm
Maximum size : 100 x 50 x 50 cm
Maximum weight per item : weight : 20 kg

INVOICING
Weight is expressed in GRAMS up to 500 grams then in kilograms. All shipments are reweighed in the sorting hubs and the weight found will be the one invoiced.
Volumetric Weight - (L x w x h) / 5000 = Volumetric Weight (dimensions in cm.) kilograms.
The service is valid for shipments from our Fulfillment warehouses and is a service related to fulfillment activity.

CONTENT
All contents of shipments that cannot be defined as documents are classified as goods with or without commercial value. For shipments outside the European Union, a CN22 document will be completed by the TCE based on the declared value and attached to the shipment.
The contents of shipments must be in accordance with legal limitations as well as those published on the company's website as goods restricted for transport.

RATES
Prices are expressed in EUR excluding VAT. Billing is bimonthly in EUR.
VAT applies according to the legislation in force in the European Union. No other taxes, index or delivery fees apply.

TRANSIT TIME
Transit time is approximate and is expressed in business days.
Transit time is calculated from the day following the delivery of the shipment, and may be affected by logistical or external factors (customs operations, authority checks, last mile delivery), but also by operational factors.
Track and Trace- <https://app.toeholding.ro> | track17.net

DAILY ORDERS
the offer refers to shipments leaving our fulfillment warehouse only

the volume of goods will only leave consolidated, so tracking will only be possible internationally

VALUE
All shipments (except documents) have a commercial customs value which will be mentioned in the "package value" column. The value is a statistic and is the basis for carrying out customs operations.
Shipments can be OPTIONALLY insured at the value mentioned by the customer by paying a fee of 2% of the amount mentioned in the "insured value" column. In the absence of insurance, compensation is made according to the general conditions or contract.

***USA-** all shipments to the USA are DDP – Delivered Duty Paid according to US customs legislation applicable starting 01.08.2025 with 2.5 eur / order customs clearance and 15% customs duty calculated on the value of the products plus the value of the transport (excluding VAT).

DELIVERY
The delivery of shipments is carried out with the recipient's telephone notification. Depending on the destination, one or more delivery attempts are made, after which the recipient is notified to pick up the shipment from the nearest center within a maximum of 7 days. After this period has expired, the shipments are returned to the origin without prior notification. Shipments can be delivered in person or to the address.
Returns do not have an assumed delivery time, being transported consolidated depending on the capacities of external partners.

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