

Memebox



www.memebox.com

www.wonolo.com

ABOUT MEMEBOX

Memebox believes that "each day should begin with smiles and skincare." The company brings its customers the latest Korean Beauty innovations with full-sized products and limited edition box sets, including its own line of products under the brands I'm Meme, Bon Vivant, and Nooni. Memebox focuses on finding the best products featuring the most recent developments in Korean Beauty.

Since 2014, Wonolo has been a trusted on-demand staffing partner for Memebox. Wonoloers have been instrumental to Memebox's warehouse operations, particularly for picking and packing types of jobs.

MEMEBOX

THE CHALLENGE

As an e-commerce business, Memebox aims to fulfill its orders as quickly as possible, typically within 24 hours on a weekday. The company was growing rapidly, and with that increased customer demand came staffing challenges. Memebox's in-house warehouse team could not keep up with the demand and needed a solution to fill that staffing gap. Minnie Fong, Memebox's Head of E-Commerce Operations notes, "In the warehouse, when you have high volume, you either can take longer to fulfill your orders or bring on more people to increase your production rate."

ENTER WONOLO

Adding Wonoloers to the daily operations of Memebox's warehouse has been a very turnkey approach. On a typical day, a Wonoloer gets briefed on what to do and receives a quick orientation that includes an introduction to the company, along with technical details of the job, such as being walked through the shelf numbers and how to ensure order quality. Wonoloers are given specific tasks, and following this orientation, they simply jump right into the work.



Minnie Fong

Head of E-Commerce Operations, Memebox

Nothing compares in terms of how convenient it is to get people in the door in a consistent way.

Only Wonolo can do that.

Working with Wonolo has allowed us to be flexible as our business has grown by leaps and bounds. We can now grow faster because we can fulfill our demand.

Minnie Fong

Head of E-Commerce Operations,
Memebox

In fact, the relationship with Wonolo has inspired the company to revisit its onboarding process for the company as a whole. Minnie comments, "Working with Wonolo has made us more thoughtful in terms of how we onboard people. We have a training manual and try to make the training as informative as possible. We've changed this as a result of relying heavily on Wonolo."

over 2000 jobs posted

96% average fill rate, surpassing the temp/contract staffing standard by 2-3x

6.8 minutes

average time-to-fill

THE BENEFITS

To ensure a quick turnaround of customer orders the next business day, the Memebox team looks at the number of orders at the end of the day. Having the right number of staff is essential to fulfill these orders. As a result, when a team member suddenly can't show up for the day, the need for help is immediate to keep things on track. Minnie shares, "Nothing compares in terms of how convenient it is to get people in the door as quickly as Wonolo is able to do so for us."

This reliability of Wonolo's on-demand workforce has been vital to Memebox's continued growth as a business. As Minnie remarks, "Wonolo has been a great partner for Memebox. Working with them has allowed us to be flexible as our business has grown by leaps and bounds. We can now grow faster because we can fulfill our demand."

Wonolo has also proven to be a great recruiting tool for Memebox. Minnie elaborates, "We found some of our part-time and full-time employees from Wonolo. We get to know people in terms of how they work and perform in a non-committal way."

WHAT'S NEXT

Memebox has a big year ahead as it looks forward to scaling and continuing its rapid growth. As Memebox continues to evolve as a business, Wonolo will be there every step of the way to help keep its warehouse operating at peak levels to ensure their customers don't have to wait to start each day with smiles and skincare.

Contact Us
sales@wonolo.com
www.wonolo.com/post-jobs