

ORDER PROCESSOR

FREQUENTLY ASKED QUESTIONS



Who is Erapac?

Erapac is an independent brand owned by Erapac LLC. We offer order fulfillment, third-party shipping services, and other operational support services to retailers and online businesses.

Where is Erapac located?

Erapac is based in LA.

How many assignments or packages can I expect to process every week?

Probationary employees can expect between 5 and 30 packages/week. Permanent employees usually handle about 50 packages every week. The number of packages will vary each week, and there's usually a spike in the number of packages during the holiday season (November, December).

If I were to accept this position, would I be expected to relocate?

No, you are not required to relocate should you accept a job offer with Erapac. This is a remote, work-from-home position.

Do you have any part-time positions available?

Unfortunately, all our positions are full-time, and we do not offer any part-time positions at this time. However, most, if not all, of our employees find it very easy to manage their full-time responsibilities with Erapac as there is a certain degree of flexibility offered. We pride ourselves on providing our employees with unmatched benefits, and realistically, we cannot extend these benefits to part-time employees.



Should I be expected to pay any out-of-pocket expenses for this job?

Yes, you may incur nominal expenses while working for company. You can expect out-of-pocket expenses for travel, printer supplies, and packing materials. However, the good news is that all these expenses are eligible for reimbursement through Erapac. Company also provide prepaid shipping labels, and you will never be asked to pay for them.

Is this position benefit eligible?

Benefits are offered to permanent employees after they have successfully completed the 30-day probationary period. Erapac offers a 401K plan, medical, dental, and vision insurance, as well as paid time off. More information regarding benefit enrollment will be provided to you as your benefit eligibility date approaches.

How often are paychecks issued?

Full-time, benefit eligible employees can elect between a monthly or bi-weekly paycheck. However, probationary employees are paid at the end of the successful completion of their probationary period.

Is there any opportunity to earn commission while working in this position?

All employees are salaried, and there are no commissions offered. However, certain processing entitles you to bonus pay. Check your Employment Agreement to learn more about the bonus pay schedule.



What kind of contents are in the packages I receive?

Erapac and all customers comply with all shipping regulations and laws set forth by authorities, both domestic and foreign. The contents of all packages must always adhere to the shipping guidelines and restrictions.

We have complete transparency, and all packages will include a packing list. You are also responsible for cross-checking the content of the packages with the packaging list to ensure accuracy.

The following are the items that we ship the most frequently:

- Apparel and clothing items
- Personal health and beauty items
- Electronics and gadgets
- Computers and related goods
- Home and garden items

Erapac LLC

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