

Customer Success Story

Faster shipping process without errors



Electronics manufacturer with a large amount of inventory items to manage and ship

Business Needs

Our client needed a multi-part solution for their inventory management and shipping issues. The solution needed to address:

- Fix the product ID overlap in inventory
- Reduce product return rate
- Eliminate the 25% in shipping errors

Solution

Implement a single, centralized database to create unique serial numbers assigned to the appropriate products. Create an application bridge between UPS Worldship and their ERP Macola Progression application, validating shipments against the original order

Results

The result was a faster shipping process with no automated errors. Adding a barcoded product label step to the inventory and shipping process, ensured that there would not be any more product ID overlap.