



## GEMKO Information Group

### *Shipping Integrator*

**Shipping Integrator** provides a link between third party PC shipping systems and your iSeries/400 Customer Service application.

**Shipping Integrator** is for companies that want to reduce duplicate and inaccurate data entry, reduce the time it takes to ship and complete an order, and eliminate your exposure due to inaccurate shipping and insurance charges.

If your company is experiencing any of the following:

- Many manual processes to ship & complete a sales order
- Reliance on staff to remember and apply complex shipping rules and charges (e.g. insurance, hazard, oversize)
- Maintaining 2 separate customer ship-to databases
- Poor Customer Service for shipment tracking
- Unnecessarily delayed shipping, invoicing, and collections

To learn how **Shipping Integrator** can solve these business challenges, contact:

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## BUSINESS VALUE

- Shipping no longer needs to maintain redundant customer information.
- Shipping no longer needs to re-key pick-list info:
  - *Ship to name and address*
  - *Customer PO*
  - *Rural/Residential*
  - *Billing Option (Prepaid/Collect)*
  - *COD and Additional COD Amount*
- Shipping no longer needs to indicate:
  - *Box COD amount*
  - *Box insured value*
  - *Oversize items*
  - *Hazardous material*
- Shipping system accurately reflects the order data
- Shipping no longer needs to record the ship date and freight amount on the pick-list.
- Electronic Box data is available for preparing Shipping Documents.
- Office no longer needs to process completed pick-lists to determine and enter:
  - *Freight Cost*
  - *Quantity shipped*
  - *Shipping Confirmation*
- Order processing system accurately reflects shipping data and freight charging rules.
- Additional information is available to Customer Service to assist in answering shipping inquiries for:
  - *Box Tracking numbers*
  - *Shipping timestamp*





# Buffalo Printer Supply Case Study

## Industry

Wholesale Distribution

## Company Profile

Wholesale distributor of printing products and supplies.

## Situation

The warehouse was dependent on the front office to re-enter order shipping charges, re-enter shipped quantities and generate back orders.

## Pains included:

- Duplicate and inaccurate data entry
- Time lag to generate Back Orders and Invoices
- Exposure due to inaccurate shipping and insurance charges.

## Technology Used:

IBM iSeries AS/400 Model 170

IBM iSeries Client Access

UPS World Ship

UPS World Ship—ODBC Interface

daly.commerce Application Plus ERP

RPG Programming Services

## Integration Solution

*GEMKO Information Group decided the best solution for Buffalo Printer Supply would be to leverage their current IT investments in IBM iSeries/400 Technology and implement an Integrated UPS Shipping System with Order Processing System (Shipping Integrator) to seamless interface with their daly.commerce Application Plus ERP system and UPS World Ship software.*

*With Shipping Integrator, the Front Office no longer has to enter UPS shipping charges or quantities shipped to confirm the order. In most cases, orders will not be touched by the front office giving administrative staff more time to focus on increasing customer service levels.*

*Shipping Integrator eliminated Buffalo Printer Supply's need for the manual effort to calculate insurance charges. It also eliminated the dependency of warehouse employee's to accurately calculate shipping charges based on customers and contents.*

*As a result, the system provides frequent generation of back orders and invoices throughout the day increasing inventory turn rates.*

*Although the Shipping Integrator solution highlights many qualitative benefits, the real value is in the bottom line results. **Over a nine month period, Buffalo Printer Supply realized a Return-On-Investment (ROI) of \$13,200 in annual savings.***

