

## **USA Fulfillment® Shipping Automation Case Study – Achieve More. Expect More.**

### **Top Notch Fulfillment Delivering Impressive Results**

USA Fulfillment is a third party logistics provider. If you are looking for a top notch fulfillment center, the search stops here. For USA Fulfillment, “pretty good” isn’t nearly enough. They receive, store, pick, pack and ship for many different clients. Their top three goals are providing clients with high quality service and attention to every detail, providing the end customer with an impressive experience, and creating higher customer value as measured in dollars and cents. They offer many services, including customer contact services, third party logistics, eFulfillment services, and a higher level of personalized customer service.

Located in Chestertown, MD, USA Fulfillment is raising the bar every day. From 2013 to 2015, they shipped approximately 2,156,000 packages. USA Fulfillment knows how to get the job done, and how to get it done well. In a competitive market, USA Fulfillment needed a way to streamline their shipping and manifesting system. Processing so many packages takes time and money, but with the right system USA Fulfillment was able to triple how many packages they processed per minute. After contracting with QMI Services®, a division of CubiScan®, USA Fulfillment can continue to offer their clients the best service possible at three times the speed, keeping the end customer happy and satisfied with their experience.

### **Challenge: Previous Shipping System was Outdated, Slow and Inaccurate**

To increase efficiency and accommodate growth, USA Fulfillment needed an upgraded shipping and manifesting system. The previous outbound shipping system was not reliable and had outdated controls and software. Only six to seven parcels were processed per minute, taking too much time and costing too much. The original system was designed for automation, but was not executed properly with hardware and software provided—aside from being outdated and slow, the system was also unreliable and inaccurate; resulting in less than desired throughput and accuracy issues. USA Fulfillment saw that change was needed if they wanted to persist in offering their client (and the end customer) the best experience possible.

### **Solution: Cutting Edge Shipping Automation Systems improving Speed and Efficiency**

QMI Services is focused on are in-motion automation systems, and they knew just what USA Fulfillment needed. The turnkey solution provided includes:

- Conveyors
- Scanning equipment by SICK
- Weighing equipment by OCS
- Dimensioning equipment by CubiScan
- Panther P2000 all-electric print and apply system

- CMS WorldLinks® multi-carrier shipping software.
- Interface to host and CMS software
- Controls and logic for all processes

The best thing about this new system? Brett Moore, VP of Operations at USA Fulfillment, says “Our new automatic shipping and manifesting system took the place of three employees and only had a two-year return on investment.” Brett is in charge of finding more efficient ways to do business, and with this new system he has succeeded. The automated system has improved USA Fulfillment’s efficiency, accuracy, and speed. Instead of processing six to seven parcels per minute, 14 to 15 parcels per minute is the new standard. In USA Fulfillment’s first month with the new system (and just before their peak season), they had zero technical support issues, all while running 3,000 to 5,000 packages a day.

USA Fulfillment is able to stay competitive with this cutting-edge system. Brett Moore added, “USA Fulfillment wanted to ensure that our clients receive the best possible shipping charges.” With this system, they can. The accurate dimension information is passed along to USA Fulfillment’s shipping and manifesting software and various carriers. Speed and accuracy have improved, with Brett reporting that “The system increased our package manifesting by three times.” Accurate cube data can be used with confidence again and again, benefiting USA Fulfillment, their clients, and customers.

In a world where goods are quickly shipped around the globe, an inch can make a big difference. With such precise accuracy, USA Fulfillment is making sure that their customers receive the most competitive shipping charges. USA Fulfillment prides itself on an enviable customer experience, and they just keep striving for more. There is a lot that happens when a customer makes an online purchase, but with USA Fulfillment’s help you don’t need to worry about it. With their new system, USA Fulfillment is getting products to customers in the best way possible, quickly and seamlessly. To achieve more, expect more, just like USA Fulfillment did.

### **QMI Services — In-motion Automation Experts**

QMI Services provides high value systems that provide increased labor efficiencies, increased order accuracy, and improved velocity within the order fulfillment process. Systems are customized as needed for a fully integrated system or as a standalone system which may be added to later. As a specialty integrator with particular expertise in automatic systems related to scanning, dimensioning, DIM weight calculation, print and apply systems, conveyor systems, and all software and controls, QMI can provide a customized turnkey solution.

As a division of CubiScan, we have nearly 30 years of experience in the weighing and cubing industry, forming the foundation for a much broader solution to automatic systems of all kinds. A large portion of our business is repeat customers. We pride ourselves in delivering exceptional high speed systems, which provide a rapid return on investment. We want to ensure that your experience is a positive one, and that your automated shipping system adds value to your business.