

# CASE STUDY:

**Business with Many Locations Solves Constant Error and Lost Revenue by Unifying Their Locations Under One System**

## FACTORYMOTORPARTS™

### THE PROBLEM

Factory Motor Parts in Eagan, MN was growing fast. They had just under 100 warehouse locations all using different, unconnected systems and carriers. Some locations were using a customized version of shipping software that had not scaled well, while others were using various other platforms. There was no uniformity or guidance in shipping and selecting of carriers. Pricing was inconsistent and disorganized.

Factory Motor Parts faced constant issues with these disparate systems. Human error was causing them to undercharge customers and they were billing a fraction of what it was really costing to ship. Still further billing issues were causing them to constantly miss billing third party accounts. Cleanup of data issues from their many warehouses was a regular chore and waste of valuable time. Adding new customers was a major undertaking due to individual billing accounts and the necessary customer-specific logic. Vital rate information was often kept on post-it notes.

### THE SOLUTION

SHIPSTORE first replaced the existing systems in a small selection of locations as a pilot group. Once the correct logic was in place and the system was working smoothly among these few locations, the system was rolled out to the rest of their locations over less than two months. We then worked with Factory Motor Parts operations/I.T. teams for a smooth transition, holding hour-long training sessions several times a week to get all personnel up to speed quickly.

By adding customized logic to fix all rating issues, we gave them the ability to charge customers the correct amount at the right time. Additional logic was added so

### AT A GLANCE:

- Major supplier of motor parts
- Their many warehouses were all operating independently and poorly on multiple systems
- Losing revenue in undercharging for shipping and missed billing among many locations
- Difficult to even bring in new customers due to individual billing accounts and customer-specific rate logic
- SHIPSTORE brought all shipping processes for all warehouses under one system
- Result has been elimination of expensive errors, visibility into the entire organization, accurate billing, unified control...and no more post-it notes!

that certain order thresholds (including profit-level on each order) allowed for a free shipping option - only when profitable to do so.

We integrated SHIPSTORE with the existing ERP system, allowing real-time updates with rate and user information per order, facilitating automated notification emails to the customer. Additionally, we set up our Advanced Shipment Notification (ASN) feature so that advanced customers can scan a label on the box and see everything inside. Without unboxing, receiving dock can match contents with their own system.



## THE RESULTS

Factory Motor Parts billing issues were completely eliminated! They now charge customers accurately and consistently. Where their shipping process was diverse and complex, there is now consistency across all locations and the corporate office has control.

Overall, due to fixing so many issues, Factory Motor Parts now sees an increase in revenue, a decrease in wasted time and they scale faster. They have grown to nearly 150 warehouses with nearly zero friction or strain on their processes.



## WHAT THIS COULD MEAN FOR YOU:

If you find yourself frustrated by costly inefficiencies due to multiple systems across multiple locations, just like Factory Motor Parts, you can discover measurable cost-savings through SHIPSTORE. Let us help you be rid of the headache of wasted time and money and bring a calm and confidence to your process!

**Call us today at (877) 216-1186 or visit us online at [agfbusinessconsulting.com](http://agfbusinessconsulting.com) to schedule a demo online!**

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Modernize your shipping department with **SHIPSTORE.**

