

CASE STUDY

Delivering Accuracy at Scale Through Integrated Shipping

“Relying on a homegrown or carrier supplied system that requires employees to re-key addresses leads to too many errors. Varsity is accurate every time.”

—GREG WILBURN, MIS MANAGER

Total Biz Fulfillment provides comprehensive fulfillment services to domestic and international manufacturers across a variety of industries. Operating from a 128,000-square-foot facility in Maryland, the company ships products to major retailers including Walmart, Target, and Kohl's.

Supporting these clients requires Total Biz Fulfillment to ship more than 1,800 parcels per day, including 500 shipments via small parcel carriers, while maintaining its goal of 100% shipping accuracy, backed by a 100% service guarantee.

To support these demanding service levels, Total Biz Fulfillment relies on Assist Cornerstone Technologies, an IBM iSeries-based ERP software provider, and Varsity ShipSoft™ shipping software. Together, these solutions help streamline fulfillment operations, improve shipping accuracy, and support ongoing business growth.

From Homegrown Software to Integrated Shipping Solution

When Total Biz Fulfillment implemented Varsity ShipSoft™ in 1998, the company was looking for a more efficient and scalable approach to shipping. Its previous homegrown shipping software contributed to inefficient order fulfillment processes and required significant technical resources to maintain compliance with carrier rates and regulations.

A key factor in the company's success has been the seamless integration between Assist Cornerstone and Varsity ShipSoft™. Varsity's flexible software architecture enabled Total Biz Fulfillment to build its own interface between the two systems, creating a connected workflow between order fulfillment and shipping operations.

Greg Wilburn, MIS Manager, notes: *"We looked at competitive products, but we selected Varsity for their ease of integration."*

Seamless Support of Accuracy and Growth

The seamless integration allows Total Biz Fulfillment to process higher shipping volumes with fewer resources while maintaining exceptional accuracy. *"Relying on a homegrown or carrier supplied system that requires employees to re-key addresses leads to too many errors,"* says Wilburn. *"Varsity is accurate every time."*

The company's shipping processes leverage modern warehouse technology and are designed to maximize productivity, accuracy, and support continued growth.

Warehouse associates use radio frequency (RF) devices to record items as they are picked and packed. Each shipment is identified with a barcode that is electronically linked to a unique order number. As items are picked, packaging contents are verified against the order, allowing discrepancies to be identified and corrected before shipment.

COMPANY BIO



Company Profile

Total Biz Fulfillment

Grantsville, MD

www.totalbizfulfillment.com

Industry

Fulfillment Services

Varsity Products

ShipSoft™ Parcel,

ShipSoft™ Freight

Shipping Volume

1,800 parcels per day
(500 via small carrier)

Carriers

FedEx, UPS, USPS

of Shipping Locations

1

ERP

Assist Cornerstone

Simplified Shipping from Scan to Label

When a package arrives at the shipping station, the process requires minimal manual intervention. The shipper scans the barcode on the package, captures the package weight from the scale, and applies the printed shipping label.

Because shipment data is automatically retrieved through the integration between Varsity and Assist Cornerstone, no manual data entry is required. The result is a shipping process that is both efficient and highly accurate.

Total Biz Fulfillment also benefits from the flexibility to process packages in any sequence. Varsity tracks each carton within an order and automatically generates the appropriate shipping label when the barcode is scanned.

Once an order is complete, Varsity immediately returns shipping costs to the Assist Cornerstone ERP system, where they are automatically added to the customer invoice.

Maintaining Carrier Compliance Without Administrative Burden

Every shipping label generated through Varsity contains the most current carrier rates and regulatory requirements. This eliminates the time-consuming compliance maintenance that Total Biz Fulfillment previously faced with its homegrown shipping software.

"I used to worry constantly about keeping up with regulations and rate changes," notes Wilburn. "With Varsity, I no longer worry. We receive a CD of the latest rate changes on a Friday, pop it in our iSeries, and on Monday we are shipping with the new rates. It is that simple."

By simplifying carrier compliance and reducing ongoing maintenance requirements, Varsity helps Total Biz Fulfillment focus more resources on serving customers and supporting business growth.

Supporting a Commitment to Shipping Accuracy

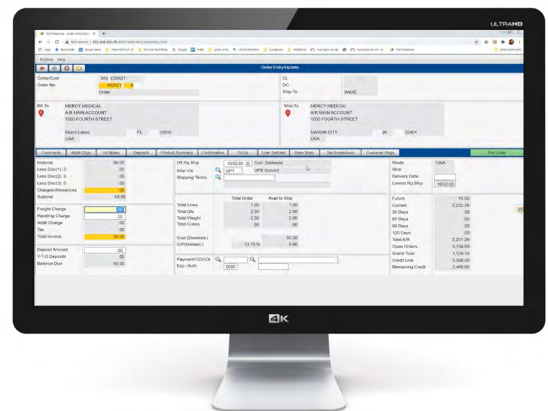
For Total Biz Fulfillment, accurate order fulfillment is central to the company's value proposition. By integrating warehouse operations, shipping processes, and ERP data, Varsity helps ensure shipments are processed correctly the first time.

As Wilburn summarizes, *"We guarantee our customers a high level of accuracy. Varsity enables us to ship our customers' orders right the first time, every time."*

Take **control** of your shipping today.

Learn more about how Varsity Logistics can streamline your shipping operations, reduce costs, and empower your business with greater control.

[SCHEDULE A DEMO >](#)



varsitylogistics.com

Learn more **650.392.7979**
or sales@varsitynet.com