

CASE STUDY:

factory motor parts.

BUSINESS WITH MANY LOCATIONS SOLVES CONSTANT ERROR & LOST REVENUE BY UNIFYING LOCATIONS UNDER ONE SYSTEM

AT A GLANCE

- Major supplier of motor parts had warehouses operating independently and poorly on multiple systems
- Losing revenue in undercharging for shipping and missed billing among many locations
- Difficult to 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!



the problem

Factory Motor Parts in Eagan, MN, was growing fast but faced constant issues with disparate, unconnected systems. They had just under 100 warehouse locations — some 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. 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, we rolled out the system to the remaining locations in two months. We then worked with the operations/IT teams for a smooth transition, holding training sessions several times a week to get all personnel up to speed quickly. By adding customized logic to fix all rating issues, they could charge customers the correct amount at the right time. Additional logic identified order thresholds (including profit-level on each order) and allowed for a free shipping option when profitable. Shipstore integrated with the existing ERP system, allowing real-time updates with rate and user information per order, facilitating automated notification emails to customers. 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, the 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, 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 at **(816) 781-5100** or visit us at **[Shipstoresoftware.com](https://shipstoresoftware.com)** to schedule a demo.

