

ProShip Automates International Shipping for Online Retailer

Challenge

E-commerce has made business easier for companies throughout the world; however, for companies shipping their own products, it has done the exact opposite. The ability to ship globally is a key component in a company's success, but with it comes a variety of challenges. Online retailer TigerDirect can attest to this as they continuously seek ways to meet new demands and satisfy customers on an international level.

"It was all having to be done by hand," said Greg Wiltse, TigerDirect's Director of Warehouse IT. "Less than 10 years ago, TigerDirect would manually complete 12,000 to 14,000 shipments per day, with 6 to 8 percent of those being international." Given the magnitude of these shipments, cost, efficiency and on-time delivery became a challenge.

For example, in the past TigerDirect shipped internationally to Canada with United States Postal Service® (USPS) World Ease and the packages could not be cleared independently, but rather as a load by hand. This extensive process required all packages be kept together with the supporting paperwork and then inspected thoroughly by the post office.



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Greg Wiltse
Director of Warehouse IT
TigerDirect

TigerDirect knew they had to find a more efficient manner to handle international shipping in order to keep up with the increasing demand.

Prior to ProShip, there was no integration between TigerDirect's warehouse management system and shipping systems. This in turn made it difficult to align with TigerDirect's high customer service standards. As customers' needs became even more demanding, warehouse managers were challenged to seek solutions



TigerDirect®

to increase process efficiencies, accuracy and ensure customer satisfaction.

Solution

Upon starting with the company, Wiltse recognized the need for an improved shipping process - one that would simplify and reduce the manual labor required to confirm both international shipping and USPS requirements were met.

In an effort to keep up with its ever-increasing shipping requirements and automate international shipments, TigerDirect implemented ProShip® multi-carrier shipping software. ProShip exceeded their expectations, so TigerDirect



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started automating various projects with ProShip's ongoing support.

TigerDirect now uses nearly all facets of the ProShip Product Suite. ProShip Software Development Kit (SDK) is used for the automated print and apply machines, ProShip Velocity for singles, and ProShip Scheduling and Tracking (PSST) to ship third party items for the television providers.

Results

Working together for eight years, ProShip has been vital to TigerDirect's ability to enhance its international process. "Since ProShip was introduced to the TigerDirect warehouse, 90 percent of our shipments have become completely automated," said Wiltse.

The original process took employees hours to create pages of custom documents, whereas



ProShip has made my life very easy.

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the new, efficient process requires little to no labor. The new process includes five simple steps:

1. Employee places the package on a weighing scale.
2. Employee scans the ID barcode on the package.
3. ProShip gathers information from the company's host system to retrieve data regarding the package's destination, service level required, and information about the item being shipped.
4. ProShip gathers information from the workstation regarding the packages origin, weight and shipping date.
5. Compliant shipping documents are printed and applied to the package.

All of TigerDirect's international shipments are now handled through the United States Postal Service via Endicia and ProShip allows it to become a "mindless" process.

TigerDirect's partnership with ProShip has also maintained their reputation as the industry's top provider of high-quality products at cost-friendly prices. ProShip ultimately allows TigerDirect to quickly scale to meet the needs of its customers in an ever-changing retail industry. Wiltse says it best, "ProShip has made my life very easy."



International shipping: just scan and ship



Employee places the package on a scale.



Employee scans the ID barcode on the package.



ProShip gathers info from host system. (behind the scenes)



ProShip gathers info from workstation. (behind the scenes)



Compliant shipping documents are printed and applied.

Contact us today for more information or to schedule a demonstration!

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