



WHOLESALE CASE STUDY

MBS Textbook Exchange Keeps Million of Orders Moving with Touchless Shipping Solution



MBS Textbook Exchange (MBS) is the largest used college textbook wholesaler

in the country. The company ships four million orders a year from its 350,000 square foot distribution center in Columbia, MO, fulfilling orders for major university bookstores, approximately 850 Internet bookstores and consumer orders from students and military personnel around the world.

CHALLENGE

MBS Textbooks had outgrown its shipping systems as its wholesale and e-commerce business lines continued to build year over year. Originally MBS used its host system and the TL Ashford system to process shipments, which were largely routed via UPS. However, if an order was routed via another carrier, the host produced a generic "shipping" label to move the order down the shipping line, where it was relabeled with a carrier-specific label at the shipping station. Non-UPS shipments were processed on several standalone systems including a separate USPS metering station and a standalone FedEx Café system.

However, due to changing customer requirements, a larger number of shipments were being routed via different carriers. This added steps and labor to handle non-UPS shipments.

"We recognized that a multi-carrier system would significantly improve throughput," said Mike Pitt, Director of Automation for MBS Textbook Exchange. "Equally important, we knew our core competency was not in managing changes to carriers' services, labels, etc. We decided it was in our best interest to partner with Logistyx."

SOLUTION

Pitt implemented the Logistyx Technologies' multi-carrier shipping software to manage all carriers onto a single platform. The system now handles UPS, FedEx, FedEx SmartPost, Endicia

(USPS), UPS Mail Innovations and UPS Surepost services, giving the company a wider choice of freight discounts based on rate options, weight, zone, cubic options, etc.

Pitt next added Logistyx Web Services to accelerate processing "pre-routed" domestic orders. In this scenario, the host system passes the order number, package weight, carrier and ship method to the Web Service tool to request a carrier-specific shipping label image. This is printed by the host on a combined packing slip/shipping label form.



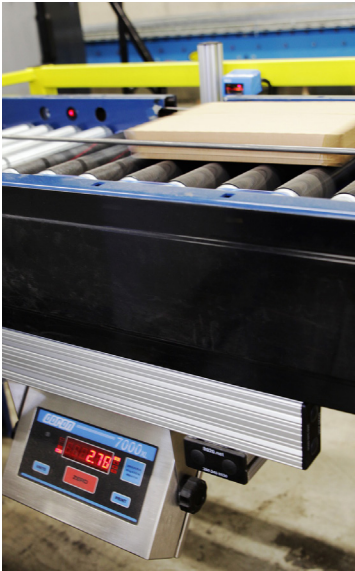
The staff simply applies the shipping labels and sorts the packages for carrier pickup. This has eliminated several steps, as the packages do not need to pass over a scale or be processed at the shipping workstation.

"We would never have been able to do this without Logistyx. This is critical to our ability to grow our business."

— Mike Pitt

Four shipping workstations, complete with scales, Zebra scanners and printers are used primarily to process international shipments and export documents.

Pitt next implemented a touchless processing system for domestic single book orders by combining the I-Pack® system by Sealed Air with automation software from the Numina



Group that is integrated with the Logistyx shipping system. Now the actual package weight is captured on an inline scale on a conveyor system.

The shipping system routes the shipment and prints the label, which is applied by a label applicator on the conveyor. "This enables the staff to avoid having to put packages on the scale or through the shipping station," said Pitt. "We've gained tremendous efficiency."

Implementing a multi-carrier shipping system has allowed MBS to process shipments for seven carriers on one system.

BENEFITS

MBS has created a highly automated fulfillment system that can scale to handle spikes in volume as the company takes on new business.

- **Eliminated re-labeling:** The original label is now a legitimate shipping label, eliminating the labor associated with relabeling.
- **Tripled order throughput while reducing costs:** "We've tripled order processing capacity and reduced labor with the Sealed Air/Numina/Logistyx solution."
- **Increased throughput and reduced labor:** "Going to a multi-carrier system has eliminated extra steps, enabling us to reduce labor by 3 FTEs in the shipping area."
- **Lowered shipping costs:** "We can now take advantage of USPS® Commercial Plus pricing due to our volume and the Logistyx system's ability to handle USPS Commercial Plus processing."
- **Accelerated and simplified international shipping:** The shipping system automatically processes all export shipments and documents, including military APO/FPO orders shipped via the USPS.
- **Simplified the on boarding of new customers:** "We manage many different shipper accounts for our textbook partners. It's now much, much easier to bring them on board with the Logistyx shipping system."

BENEFITS

Reduced labor by 7 FTEs in single order packaging.

Reduced labor by 3 FTEs on the shipping line.

100% automation of international shipping documents.

Gained ability to compare & control carrier costs.

Streamlined onboarding of new partners' shipping rules.

ABOUT LOGISTYX TECHNOLOGIES

Logistyx Technologies offers flexible multi-carrier shipping software solutions that help companies reduce order-to-delivery costs while boosting efficiency and choice. For more information, visit www.logistyx.com.



Contact Logistyx to streamline your shipping operations.

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