



Company Profile:
GL Services, Ventura, CA
www.glservices.com

Industry: Distribution

Varsity Products: ShipSoft-Parcel™, ShipPack™, ShipTalk™

Shipping Volume: 1,500 packages per day

Number of Shipping Locations: One

Carriers: FedEx

ERP: Infor A+

“We have reduced our error rate by more than 33 percent with the item and quantity verification provided by ShipPack.”

—Peter Bundy, Director of Operations

Varsity ShipPack Powers Top Packing Performance for GL Services

From their 200,000 square foot warehouse in Cincinnati, Ohio, GL Services assists Christian publishers and ministries with the assembly and distribution of millions of units of printed materials each year.

In recent years, GL Services' shipping activity has expanded to over 1,500 packages per day. In addition to the growing volume, many GL Services customers now require Advanced Shipment Notices (ASNs) as part of their regular shipping protocol. In an effort to reduce inefficiencies and remain compliant with customers, Peter Bundy, Operations Director at GL Services and long-time Varsity user, chose to update his warehouse to control the pick and pack process and shipment preparation with ShipPack.

ShipPack, Varsity's pick and pack module, provides compliant barcodes, labels, and packing lists. ASN messages (EDI 856) are automatically generated and details about each shipment are easily accessible including item description, size, weight, container information, and contents. ShipPack also produces custom forms, such as packing lists or UCC-128 labels, which are often required by large retailers.

Prior to implementing ShipPack, GL Services had little or no control over order accuracy. Without an automated pick and pack process, the number of shipment errors they experienced resulted in a significant loss of time and money. Another major limitation was the company's inability to produce the necessary ASNs required by some customers. Because of this, shipping productivity suffered and the resulting fines and routing guide penalties impacted their bottom line.

As a result, adding ShipPack greatly improved order accuracy. Today, all GL Services' order information is downloaded from Infor A+ directly into ShipPack to verify orders at pack time. The physical items

packed are reconciled against order information in ShipPack by capturing container and content details. With the line-item and container visibility that ShipPack provides, GL Services is able to guarantee order accuracy long before shipment. Simultaneously, ShipSoft-Parcel uses the given shipping instructions to select the optimal carrier, rate the shipment, and populate all relevant shipment data back into Infor A+.

ShipPack also enhances GL Services' shipping functionality by offering ASN capabilities. Many of GL Services' larger clients, including Multnomah Publishers, sell to the secular marketplace through stores such as Barnes & Noble and Sam's Club—all of which require their vendors to produce ASN (EDI 856) messages. GL Services utilizes ShipPack to automatically prepare the 856 for Multnomah Publishers, based on the contents of the order, then they transmit the ASN to each of Multnomah's trading partners via their own EDI VAN.

To enhance their shipping processes even further, GL Services utilizes ShipPack's palletization tool that enables them to build pallets as needed, without having to consolidate the shipment later. Other features include the ability to perform a least cost routing decision before orders are released to the warehouse, an invisible C.O.D processing tool, and a modified UCC-128 style label that lists actual contents for customers who do not require actual UCC-128 labels.

GL Services implemented ShipPack in September of 2001. To date, Varsity has made shipping at GL Services more accurate, simpler, and more productive. ShipPack item and quantity verification has improved order accuracy by 33 to 50 percent. In addition, GL Services has seen productivity improvements of 10 to 15 percent in the inspection, packing, and shipping processes resulting in faster shipping times and less labor requirements.