Services: Integrated EDI with Sage Peachtree, Scan & Pack
Industry: Office supplies

Trading Partners: OfficeMax, Staples and other retailers nationwide

Case Study: Roxbury Technology™

Roxbury Technology is a leading manufacturer of recycled inkjet and laser toner printer cartridges for Brother, Canon, Dell, Hewlett-Packard, IBM, Lexmark, Panasonic and Xerox. As a Green company, it is dedicated to sustainable business practices, including turning trash into treasure and creating jobs. Today its products are sold at OfficeMax, Staples and other retailers nationwide.

Improving Roxbury Technology's Trading Partner Relationships

RETAILERS

SUPPLIERS

3PLS

In early 2010, Roxbury decided to automate its shipping processes to improve accuracy and eliminate manual data entry. They immediately contacted a vendor they could trust, SPS Commerce.

In less than a month, we selected and implemented SPS' service, our staff was trained onsite and we were using it with every order."
—Tabitha Drinks, Operations Manager, Roxbury Technology

"Roxbury has successfully used SPS Commerce's web-based EDI service with our Peachtree accounting software since 2008," stated Tabitha Drinks, Operations Manager at Roxbury Technology. "We knew SPS offered additional supply chain solutions, including a Scan & Pack module. After investigating the service, we quickly realized that the solution was the perfect fit for our shipping needs. In less than a month, we selected and implemented SPS' service, our staff was trained onsite and we were using it with every order."

SPS Commerce's team visited Roxbury's facility, implemented Scan and Pack and provided "one-on-one" training for same-day Advance Ship Notice (ASN) production. By streamlining a company's challenging fulfillment processes to easily create ASNs and barcode labels, SPS Commerce's Scan and Pack Service delivers rapid time to value. The service provides an easy and efficient way to:

- View all orders that need fulfillment from an EDI account
- Receive and validate purchase orders
- Sort orders by age, ship by date or order value
- Print pick tickets sorted by bin location for optimized picking
- Scan items for each box or container
- Print UCC-128 labels as boxes are being packed
- Dramatically streamline the ASN process

Streamlining the Shipping Process

Prior to using SPS' Scan and Pack Service, Roxbury's shipping staff would receive a print out of each sales order it received via EDI. Then, they would pick and assemble the ordered items by pallet, applying sticky

notes on the boxes to accurately count and track the items. When the shipment was ready, Roxbury would manually enter shipment information to create the required order status, Bill of Lading and ASN documents for the retailer.

Today, this process is much simpler and more accurate. The orders are received via Roxbury's EDI system, which creates a pick list for warehouse staff to most efficiently locate and pack the items needed. As they pick items from the warehouse, each is scanned to make certain that the correct item and proper quantity are included in the shipment. The Scan and Pack Service alerts warehouse staff immediately to any errors.

Creating Labels and ASNs with Ease

Once Roxbury employees have assembled the shipment, the scanned data is sent to SPS Commerce where it is mapped to the retailers' pre-approved ASN format. Roxbury can review the ASN before it is finalized, making any needed adjustments. In addition, Scan and Pack enables Roxbury to print barcode labels to accurately label the shipment according to each retailer's unique specifications.

"We wanted a system that included checks and balances to ensure that orders were properly filled and we met all of our retailers' compliance requirements," continued Drinks. "With SPS' Scan and Pack, we have eliminated manual processes, improved fulfillment accuracy, saved time and become much more efficient with our shipping resources. Our staff and customers are delighted with the service and streamlined process."

About SPS Commerce

SPS Commerce perfects the power of your trading partner relationships with the industry's most broadly adopted, enterprise retail cloud services platform. As a leader in on-demand supply chain management solutions, we provide prewired, proven integrations and comprehensive retail performance analytics to thousands of customers worldwide. With a singular focus on the retail marketplace, we revolutionized traditional EDI systems by developing a platform that enables highly cost-effective and reliable trading partner collaboration. SPS Commerce has achieved 48 consecutive quarters of revenue growth and is headquartered in Minneapolis.