bricz

Case Study

Peak of Your Supply Chain

A major 3PL company leverages Bricz expertise to prepare and strive through the peak season all while eliminating day-to-day inconsistencies and manual labor.

The leader in omnichannel commerce has deployed Manhattan Associates Warehouse Management Open System (WMOS) in multiple distribution centers servicing several high volume e-commerce and retail giants. Peak volume forecast for the online order volumes was 10,000 orders per hour. The goal was to get the system and processes ready to meet that volume and maintain accuracy. All the required changes were to be implemented and tested before the code freeze date for the peak season.

The client and Bricz team identified a list of potential improvements that help warehouse operations to efficiently work during high volume.

These improvements stemmed from the following challenges faced within the site:

- Increase in back-orders due to items being sent to exception lanes
- Manual labor used to put inventory back on shelves from exception lanes
- Manual time spent checking individual tracking numbers to retrieve carton status from parcel system

Challenges

- Peak retail season volumes
- Minimal downtime in DC for IT changes
- Short timeline to complete changes

Systems

- Manhattan WMS
- Pyramid WCS

Results

- Manual steps eliminated
- Reduced IT support
- Efficient back order processing
- Increased throughput
- Reduction of return-to-stock product

BRICZ APPROACH

Back-Order Processing

Partially fulfilled orders from the put wall were directed to a back-order processing area. While the back-orders accounted for only 5% of total orders, the sheer volume of the peak season made it challenging to manually manage and fulfill. A new automated back-order processing was put in place – eliminating complex manual steps.

Before and After

Prior to the Bricz team's involvement in the project, the following metrics were found:

- 2.5 hours/day during peak season for 1 supervisor to retrieve individual carton parcel status and location
- 2 pallets (consisting of 28 totes each) manually placed back into inventory post shift

After improvements were made to the system, the following results were achieved:

- 0 time spend on sending customers tracking information on cartons
- 2 totes sent back into inventory during normal shift hours

Fixed tracking concerns and an elimination of customer service time led to greater customer satisfaction. With these key improvements and similar smaller upgrades to peripheral systems, a smooth and successful holiday peak season was ensured.

Exception Lane

WCS (Warehouse Control System) was sending pick totes with errors such as barcode reading discrepancies and tote information not being available. Associates were unable to analyze the root cause of the issues and get the totes to the correct put walls in a timely manner. A data visibility layer and re-inducting capability were built to allow for tracking of barcodes throughout various movements within the warehouse and more fluid data flow. A simple 3 step standard operating procedure for the warehouse associate was developed to handle any additional product that went to the exception lane.