Creating A Seamless Distribution Process.

Insight Report

by Kinspeed

kinspeed

delivering efficient ERP
software solutions

introduction

capitalise on demand

In the world of fast-moving consumer goods, distribution companies need to be agile so that they can change, adapt and move as fast as the demand on the consumer end. If they can't, they risk being left behind and missing out on opportunities for growth – these opportunities may appear unexpectedly in response to unpredictable external market forces, and if you're not in a position to step up and meet that demand, someone else will.

about Kinspeed

"Right product, right place, right time."

Kinspeed have vast experience within the Wholesale and Distribution sector. As well as having knowledgeable staff who have worked within the industry itself, Kinspeed have implemented processes and systems across many verticals within this area. From Fashion to Furniture and from Car Parts to Cold Foods, we have pretty much covered it all, including working with, and integrating to, 3PLs in the along the way.

FastDespatch
by Kinspeed
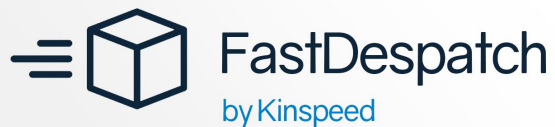
Our "Fast Despatch" system/application allows goods to be picked, packed, checked, weighed and catch weighted, resulting in the right product being processed to the right customer, in the right quantity, first time! We have proven solutions that accept orders from your customers in a variety of different sources and formats; from EDI, FTP to mail parsing and AWS. Speed up despatch with direct links to major carriers such as FedEx, Royal Mail & TNT and software such as MetaPack.
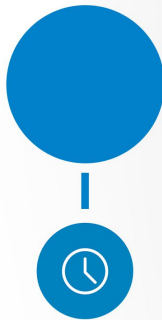
case study insight

Underwood Meat Company

The pressure to step up and meet growing demands is something Underwood Meat Company experience first-hand, when they were approached to take over a contract delivering fresh meat to a large UK pub chain. Out of nowhere, they had a multimillion pound contract and their business skyrocketed. Having had no warning of this dramatic escalation in order volume, and no time to prepare, Underwood had to find a way to transform from a small to a huge business as fast as possible without compromising on quality and performance, in order to keep their new client happy and retain the lucrative new contract.

- **90%** reduction of incorrect pick/delivery.
- **50%** reduced admin time around order processes.
- **75%** reduction in order query resolution time.

On top of that, Underwood were faced with several other complicating factors. First, the orders would be coming in late at night after the pub kitchens had closed, and needed to be picked, packed and out to carriers within 12 hours, ready for service the next day. Second, their product was sold by weight, but ordered by quantity – so while a chef might order ten steaks at, say, 200g each, the invoice and despatch note would be for 2kg. Add to this the usual hurdles and difficulties involved in distributing perishable products with batch references and sell-by dates that need to be recorded at despatch, and the business had quite the obstacle course to manoeuvre to arrive at the slick operation the customer expected – and they'd been given just four months to get up to scratch.

The final complication, and the one that would make or break Underwood's success, was the 'no cancellability' clause in the contract. If orders didn't arrive or weren't correct, Underwood was footing the bill. The lack of any audit trail or traceability meant that even if 'incorrect' orders had in fact correct, Underwood could do nothing to prove it.

A few months in, they were using their standard Sage 200 solution with a catch weight function written in, but were running at an error rate of around 20% costing Underwood approximately £15,000 a month. **They needed a new solution tailored specifically to the needs of their main client, and fast.**

the solution

custom-designed , 100% foolproof process

Enter Kinspeed with Fast Despatch, a custom-designed Sage 200 integration that makes distribution of fresh, weighted products 100% foolproof. Every individual product is weighed and scanned; the catch weight, sell by date, and product information is all fed into the system and checked. When an order comes in, the picking list is printed, a barcode is created and scanned, and every item is scanned and weighed before it is packed. If anything about the product is wrong, the system will not let it be boxed. The system also converts the orders into weight, so that every item is billed correctly, and continuously records the catch weight. If the physical weight of the box does not match what the system expects, this is flagged; it is physically impossible to scan an item and not pack it, and vice versa. Every box is individually scanned before despatch, to show what's in it, the weight of what's in it, the sell by dates of what's in it, who packed it, and who picked it.

> "I've worked closely with Kinspeed for over 4 years now, and have had nothing but good experience with them. No issue is unresolvable, nor is it too small. We've been able to progress our business and processes time after time thanks to these guys".
>
> IT Contact | Underwood Meat Company

Every single aspect of this process is recordable, reportable, and traceable, with multiple data touch points. Now, when a customer phones Underwood to say there are two steaks missing from their delivery, the system can dive right into the exact box in question and prove, with weights and barcodes, exactly what the box contained at every step of its journey. The margin for error is zero.

This isn't hyperbole or marketing speak. The margin for error is literally zero. Thanks to FastDespatch, Underwood now has a return and error rate of zero for pick and pack, and sell-by dates. They have a seamless process from start to finish with full traceability, and their customer receives exactly what any customer would want and expect from a distribution business: a guarantee they will receive the right product, at the right time. When it comes to performance indicators, you can't beat 100%.

Underwood continue to expand in all areas and Kinspeed are proud to be associated with them.

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