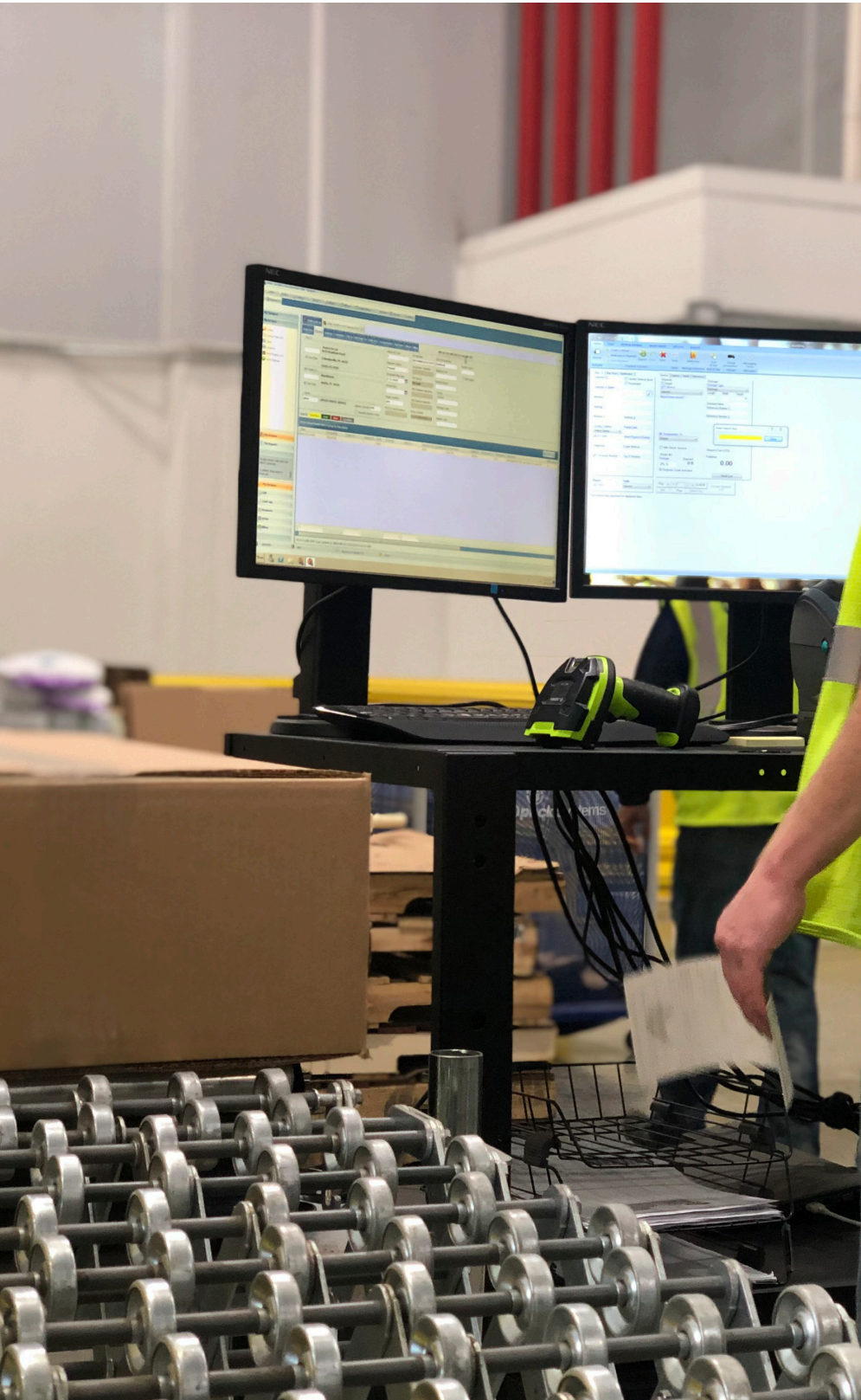


TAYLOR LOGISTICS

# PICK & PACK

An eCommerce Fulfillment Spotlight by Taylor Logistics Inc.



Order Fill Rate: 99.91%  
Perfect Orders: 99.55%  
Shipped On Time: 99.93%  
Inventory Record Accuracy: 99.98%  
Average Parcels  
Shipped Per Month: 4,223



# The Customer

A leader in premium quality, all-natural pet nutrition, the company has experienced double and triple-digit annual growth over the past several years behind strong advertising and marketing programs, and a continuous stream of new products. They are the only brand of pet food that both advertise on television and maintain a 1,500+ person staff of in-store product specialists that educate pet parents on the features and benefits of their products. The company sells its products through the leading national pet specialty chains, Amazon, Chewy, PetSmart, Petco, Pet Supplies Plus, national retail chains, and over 10,000 neighborhood stores nationwide.



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Not to take away from the purpose of this spotlight, but how cute and photogenic is this dog? Ok, now on to the important stuff.





Dedicated contract fulfillment facility in Monroe, Ohio

# What Is Pick & Pack Fulfillment?

Pick and pack warehousing is the process in which fulfillment centers choose products from shipments and re-package them for distribution.

Order receiving: Your eCommerce sales channels are integrated with your warehouse systems. When one of your customers places an order, the software at your fulfillment warehouse generates a packing slip. Order picking: A warehouse worker takes the packing slip and picks the items for the order from the warehouse shelves. Your inventory storage strategy and your pick and pack methods are key here. They will determine the efficiency of this step of the process. Order packing: The order goes to a packing station where it is packed securely, sealed, and labeled for shipping. Order shipping: Orders are sorted by carrier on the loading dock. They are ready for pickup by your carrier or carriers at the end of the day. Shipping your orders may seem simple. However, there is a complex science behind efficient pick and pack methods. However, there is a complex science behind the Taylor pick and pack methods.



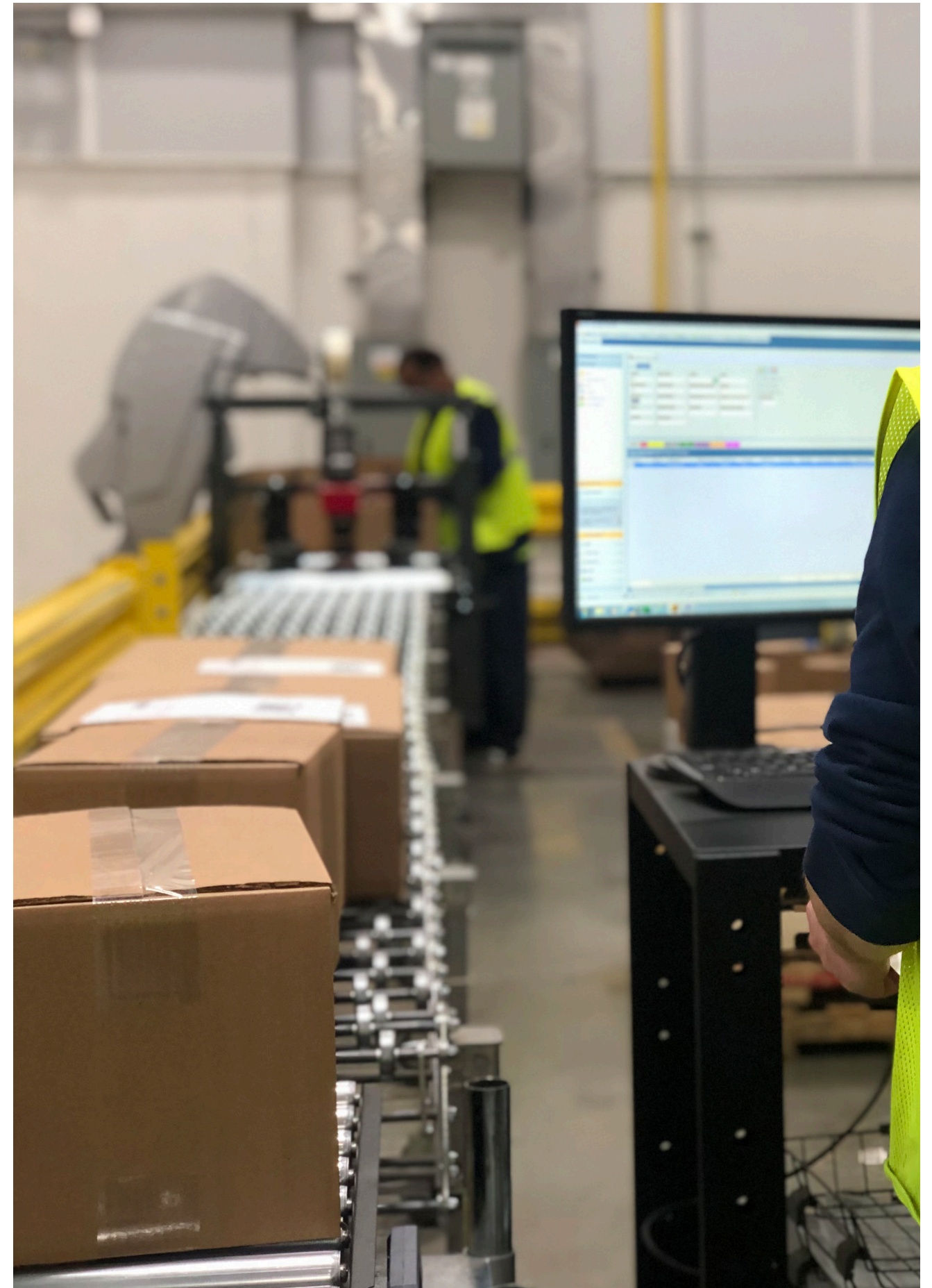
# Going From B2B Fulfillment to D2C

Transitioning our customers distribution from traditional fulfillment to direct to consumer eCommerce fulfillment while still shipping B2B orders.

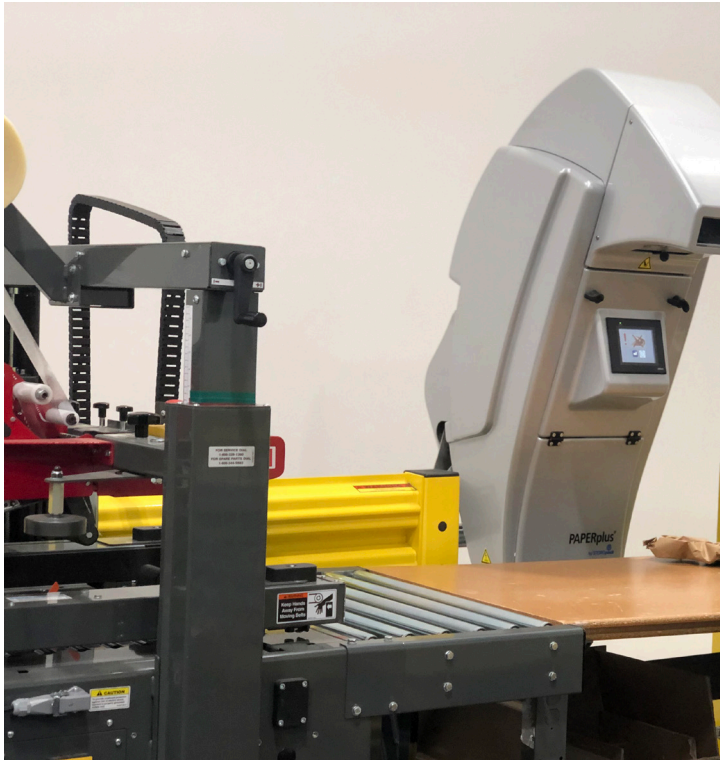
## Step 1: Converting Inventory

When our team first heard about the scope direct to consumer pet food project, we had to conquer the first step in converting the inventory. Traditionally we shipped everything in cases whether it was going to a big-box retailer or an eCommerce distribution center. With the switch to direct to consumer, we had to switch the inventory profiles from cases to eaches. This massive systematic change affected over fifty thousand pallets and millions in inventory across five different fulfillment centers throughout the United States. Updating each item on the front-end would've taken weeks if not months, not to mention possible errors

that could've occurred from going too fast. Knowing that updating the front-end was impossible, the team turned to the back end to update the query script. Essentially we converted each item profile from a case to an each. By changing the item profile, this also affects the weights and volumes. Taking that into account, we also had to change the items' weight from cases to eaches. The transition from cases to eaches also changed the overall quantities that were then updated within the system. This massive undertaking took place throughout the course of one weekend, including user acceptance testing. The system was then live and ready to go on Monday.



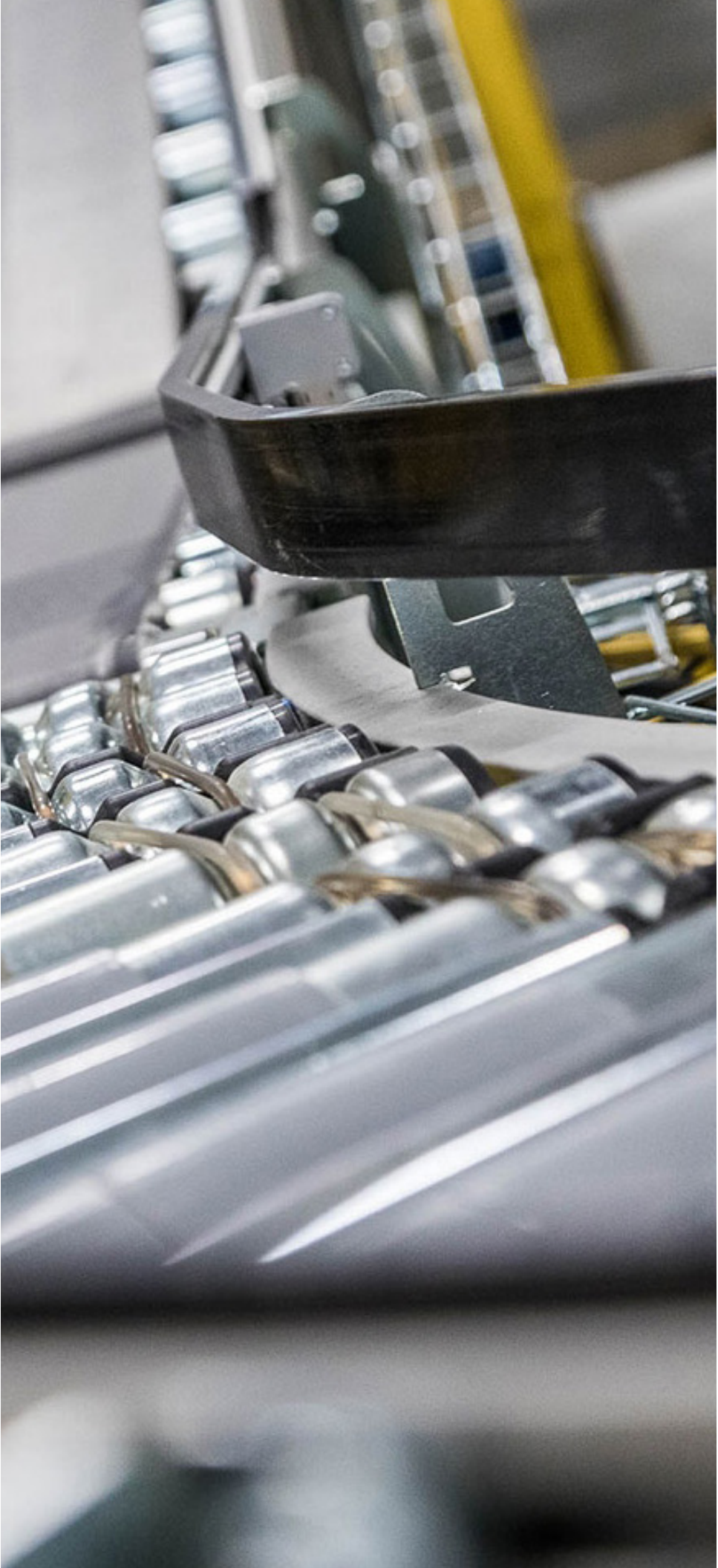




Automatic parcel sealer saves the team time



The eCommerce line only takes two team members to function



Have any questions about our eCommerce parcel line? Head to our website [www.taylorlogistics.com](http://www.taylorlogistics.com) for more information, or you can chat with us at [info@taylorlog.com](mailto:info@taylorlog.com)

**Step 2: Parcel Lines**

Implement parcel lines: we brought in all necessary equipment from conveyor rollers, scales, seal tape machines, and the necessary IT setup to make it all happen. With the fulfillment centers going from little to no parcel shipments to hundreds each day, we had to integrate our warehouse management system

into UPS Worldship. This way, the two systems could talk to each other without a user having to type in information more than once. With the integration into UPS Worldship, we can provide real-time tracking information and delivery updates. Efficiency is vital in eCommerce.



### Step 3: Transitioning Forms

It doesn't just stop at transitioning the inventory items and parcel lines, EDI testing from inbound to export had to reflect what the customer wanted to see. We also had to change a couple of forms like the BOL, packing slips, and PO confirmations to display the new eCommerce line.

### Step 4: Staff Training

The most crucial step was successfully training our staff network-wide on these new processes. With multiple fulfillment centers and various partners, it was critical to effectively and efficiently get the procedures in place. The teams were able to implement this all in one day at every location successfully.







Our WMS integration with UPS Worldship provides seamless orders



Even though we transitioned to eCommerce, we still shipped out B2B orders

## Current 2020 Stats

**Order Fill Rate:** 99.91%

**Perfect Orders:** 99.55%

**Shipped On Time:** 99.93%

**Inventory Record Accuracy:** 99.98%

**Average Parcels**

**Shipped Per Month:** 4,223







## In Need Of An eCommerce Solution?

Customized Solutions. Time Sensitive Scalability. Technology Driven.  
Taylor Logistics Inc.

Our 170 years of logistics experience has proven that we are not merely a vendor for your company – we are an extension of your team with a clear understanding of our responsibility to replicate the strategic business goals of your organization.

Want more information? Listen to our GM of Warehousing talk about the entire eCommerce process on podcast Taylor Talk. Taylor Talk can be found anywhere you listen to podcasts, Spotify, Apple Podcasts, RadioPublic, etc.







# TAYLOR LOGISTICS

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