

## Case Study: Fulfillment Simplicity

### Challenge

With order volumes growing daily, eSourceNutrition needed a more efficient fulfillment system. With current warehouse resources responsible for manual data entry and packing inventory, little growth was possible without hiring more staff. eSourceNutrition also had several pieces to the eCommerce solution that wasn't possible to integrate. That is, store front, shopping cart, and shipping providers were all separate systems requiring maintenance and duplicated entry.

**“ OrderDynamics has automated our entire fulfillment process allowing us to save time and money and improve the accuracy and timeliness of our shipments. Overall, fulfillment costs are down, and customer service is up. ”**

### Solution

OrderDynamics Corporation recommended their One-Step Bill & Print feature , the cornerstone of their Warehouse Automation toolset. With one click of the mouse, eSourceNutrition's shipping staff had control over charging credit cards, packing slip generation and shipment label printing. In addition, tracking numbers were seamlessly updated on the web site and shipment confirmation e-mail notifications were transmitted to customers. With One-Step Bill & Print a complex web of steps was reduced to a simple press of the mouse without any room for human error or delays in processing.

### Benefits

- Shipment Integration with multiple shipment carriers
- Reduced human errors in transferring data between several disconnected systems
- Reduced number of shipping staff
- Higher utilization rate of existing shipping staff
- Turn-around time for order fulfillment decreased by 30 percent
- Real-time customer notifications and tracking number updates reduced inbound customer inquiries



Company: eSourceNutrition.com

Industry: Online Retail

Web: [www.esourcenutrition.com](http://www.esourcenutrition.com)



**About:** eSourceNutrition.com is dedicated to providing consumers with a premium class of cutting-edge products for all phases of getting and maintaining a healthy, youthful and beautiful body. They have established a new industry standard for providing the consumer with the highest quality nutritional products while offering them the lowest prices on the Internet.