From Paper to Profits

Retail distribution center expedites fulfillment, reduces errors and boosts customer satisfaction.

Company

PRICE MART
DISTRIBUTION CENTER

Price Mart manages retail distribution from multiple vendors to more than 150 stores across the Western United States.

Scenario

Price Mart was routinely faced with the need to split product received from multiple vendors, directing some to a warehouse and some directly to more than 150 customers.

As their business grew, the company's manual, paper-based system hindered Price Mart's ability to efficiently move and track product. This contributed to order fulfillment errors, reduced staff efficiency and customer frustration.

Solution Features

- Facilitates greater ease of ordering by allowing customers to order from their own POS systems, boosting sales.

- Provides flexibility by allowing orders to be placed by customer POS systems using EDI or a dedicated customer portal.

- Inventory management platform enables inventory to be split upon receipt for immediate shipment to customers, eliminating the need to shelve stock before fulfilling orders.

- Reduced handling time and number of steps required to fulfill customer orders increases accuracy and expedites order fulfillment times.

Business Functions

- Sales
- Order Fulfillment
- Supply Chain and Logistics
- Inventory Management

Business Impact

- Simplified customer order placement process increased sales.
- Cut order processing and fulfillment time.
- Reduced order errors.
- Improved warehouse efficiency.
- Increased customer satisfaction.

"AltSource did more than 'just' build software for us—they helped us be more efficient, productive and profitable thanks to that software."

– Gary Altman, Warehouse Manager, Price Mart