



VINTAGE TUB & BATH

Keeping Shipments Flowing

Jason Puso, CEO of Vintage Tub & Bath, wanted to compliment their Activant Prophet 21 system with a TMS solution (Transportation Management Software) to control transportation costs and help their business grow. Jason said, "The fragmented data associated with transportation such as: measuring, analyzing, estimating, execution and payment was very costly and prohibited growth, efficiency and accuracy." "I knew it was time to replace the free carrier provided technology that was clearly designed to make them money, with one that would make us money". "We considered Kewill's Clippership solution offered and supported by Activant but when compared to Agile's TMS solution, the decision to get Agile was a no-brainer". AgileElite is superior in every way. It's not just software, rather, it's a tool that we now use to help our company compete and grow. AgileElite is a web-based enterprise app that provides complete visibility of transportation processes and costs from purchase to payment, from order to delivery, it helped reduce our overall transportation spend and makes us more competitive. The investment in AgileElite pays on-going dividends because it can change with the ever-evolving dynamics of our business, unlike other systems that restrict those changes due to inflexibility. Clippership could not compete even though it was much cheaper.

Vintage Tub & Bath is the premier source for claw-foot tubs and plumbing fixtures and they also carry pedestal sinks, pull-chain toilets, towel warmers, medicine cabinets, and a full range of reproduction bath accessories. This industry leader has served over 100,000 customers and is one of the top 500 ecommerce companies in North America. Every order ships with FREE shipping and handling – even their cast iron and acrylic claw foot bathtubs. Therefore, controlling and reducing shipping costs is paramount. Vintage Tub and Bath have been in business since 1993 and prides itself on providing its' customers with the Largest Selection of tubs from 10 different manufactures in addition to thousands of sinks, toilets, faucets, mirrors and accessories.

VTB processed shipments using UPS Worldship, FedEx Ship Manager, used freight forwarders and shipped LTL/TL using a 3PL, all with disparate systems. Agile's web based user interface was designed to expose rates, services, delivery times/dates for every carrier including freight forwarders, cross-border shippers, small package, <L/TL to make it easy to compare and lower shipping costs. We simply could not do all of these things previously.



agile
NETWORK

SUMMARY OF ISSUES

- Inefficient and disparate shipping processes to ship with UPS, FedEx, Freight Forwarders, LTL & TL
- International documentation created in advance of the shipment was manual, error-prone and time-consuming
- Lack of order information i.e. line-items visibility in the shipping area caused packing mistakes
- Inability to implement business rules and assure adherence caused us not to be competitive
- Difficulty obtaining freight costs when their customers were on the phone to place orders resulted in lost sales
- Inability to consolidate LTL shipments to get lower pricing
- Cumbersome tracking/tracing process using multiple disparate systems
- Returns process lacked methodology and control
- Cross-Border: Inability to know delivered cost at Order entry including duties, taxes and fees
- No control over carrier implemented accessorial fees
- Inability to reconcile carrier invoices
- Skyrocketing transportation costs

REQUIREMENTS

- One transportation platform interfaced to Activant's P21 ERP to automate all transportation services
- Enable Sales and Customer Service to access transportation functions necessary to improve freight estimating, accuracy and responsiveness to customers
- Reduce transportation costs with comparative service selection and automated processing
- Reduce labor costs
- Incorporate automated returns processing
- Improved LTL/TL routing
- Consolidate Canadian shipments
- Visibility of delivered cost at order entry and execution for Cross border shipments
- Implementation and flexible business rules

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AGILE'S SOLUTION

- Replaced numerous disparate systems to route, estimate, ship, track, export and reconcile, with one
- Complete enterprise visibility of all shipment information across multiple locations from one solution
- Seamless interface to Profit 21 with complete line item order and header information being shared in the warehouse where visibility is critical to properly fulfill orders
- Combined export processes at point of execution effectively eliminating the export department
- Improved overall visibility, control and increased the efficiency of our supply chain
- Reduced shipping errors
- Improved customer service response time
- Created a superior customer experience
- Implemented business rules and governance to help our business grow
- Provided additional controls during returns process due to immediate RMA issuance and carrier return label emailed to customer at the point of execution
- Saved 30% on Duties/Custom Fees for shipments to Canada
- The AgileElite multi-carrier domestic and international capability gives customer service, sales, warehouse and management access to the same transportation data and information all from one central data repository for our entire enterprise.

AGILE ELITE

Agile New York implemented AgileElite, a suite of enterprise logistics management solutions that met or exceeded VTB requirements. The software is installed in a secure server environment behind firewalls. AgileElite connected seamlessly to their P21 ERP sharing data such as: order/ticket consignee and line item details. Authorized VTB users from various departments use Internet Explorer to access AgileElite modules that pertain to their specific job requirements.

AgileRoute: Automates carrier service selection based on time-in-transit calculations, provides increased freight quoting accuracy during the sales quoting process. All of their 3PL services are exposed as well as rates and services from UPS, FedEx, USPS and 3PL services. Inbound shipments from suppliers are routed by the VTB warehouse manager. BOL's are generated and sent to suppliers to control LTL/TL shipping costs.

AgileShip: Provides warehouse personnel automated carrier service selection, rating, compliant labeling, and bill of lading. VTB shippers can now scan the pick ticket number and immediately access header and line item information that simply appears from P21. Line item quantities are validated within AgileShip at the point of shipping. Consignee "ship to" address is validated for commercial or residential attributes eliminating surprise accessororial charges. All fuel surcharges are updated automatically so the rates are always accurate.

AgileView: Provides VTB customer service tracking/tracing information for all shipments in one screen. CSR's view all line items as they relate to each carton.

AgileReturns: Automates routing of returns. Generates return labels or bill of lading that are emailed to the customer returning the order.

AgileExport: Allows the shipper to consolidate Canadian shipments into single orders that breeze through customs. Using a freight forwarder VTB was able to lower Canadian shipment costs. AgileExport provides the consolidated manifest for customs documentation which expedites customs clearance.

REAL RESULTS

"We have achieved all of our goals and we continue to add new ones". "Agile New York service and support surpasses our expectations". Now we can instantly quote accurate freight real-time to our customers when placing orders, generate accurate documentation automatically, we've optimized carrier selection as a result lowered our transportation costs by 23% our first year. This is helping our business grow because we are more competitive".

"AgileElite made it simple to add shipping functionality for our new wholesale division without having to purchase another system. The flexibility of AgileElite enabled VTB to accomplish this within record time. I know of no other TMS solution that would have been able to accomplish this."

For more information:
 Agile-Network Offices Nationwide
 Call toll-free: 866-686-AGILE
 Visit our website at:
www.agile-network.com