



Epicor Success Story

Davis & Warshow

Kitchen and bath distributor streamlines shipping with Eclipse Carton Packing

Company Facts

- ▶ Location: Maspeth, New York
- ▶ Industry: Plumbing & Heating
- ▶ Number of Employees: 230
- ▶ Web site: www.daviswarshow.com

DAVIS & WARSHOW
ELEGANCE IN KITCHEN + BATH



Success Highlights

Challenges

- ▶ Help a New York-based plumbing and heating distributor improve the accuracy and tracking of outgoing shipments

Solution

- ▶ Epicor Eclipse with Carton Packing functionality

Benefits

- ▶ Every order gets picked, staged, and double-checked before it goes into a box to be shipped to the customer
- ▶ Ability to track items that have been shipped, reducing follow-up inquiry calls from customers
- ▶ 95% decrease in shipping errors

Founded in 1925, Davis & Warshow of Maspeth, New York, is a premier distributor of plumbing and heating products. The company supplies architects, designers, developers, and trade professionals for some of the most exclusive residences in Manhattan, as well as prestigious hotels, landmarks, sports stadiums, hospitals, and universities. Having twice been named America's "Wholesaler of the Year," the company has 230 employees in 11 locations, and annual revenues in excess of \$100 million.

In 2004, concerned with the limited go-forward functionality of their existing Enterprise Resource Planning (ERP) software, Davis & Warshow started looking at other options, and selected the Epicor Eclipse ERP solution. They liked the ease of order entry and search (for items or customers) that Eclipse offered, but they also wanted to maintain some of the warehousing functions they had previously had. One of these was Carton Packing.

This companion offering, now available in Eclipse Release 8.7.3, provides the ability to efficiently and accurately capture what items and quantities are shipped in what box/bag/bundle/pallet (a.k.a. carton), associate a unique ID to that carton, and efficiently label orders leaving the warehouse. At each step, logic exists to set defaults for the specific packing station, and required fields support bar code scanning to constantly minimize the amount of interaction that the packer needs to have with the mouse or keyboard.



Davis & Warshow became a long-term beta site for Carton Packing, working closely with Epicor to design and develop this feature of Eclipse. "It was a very challenging, but valuable process," notes Stan Pilinko, Davis & Warshow Vice President of Operations. "Epicor really tailored the system to meet our needs. For example, it was initially set up to have each carton or 'tote' scanned to the packing table individually. Epicor adjusted this on the fly to batch the totes for us, since our preference was not to scan every one."

Optimizing the Flow of the Packing Process

According to Pilinko, "Using Eclipse Carton Packing, every one of our orders gets picked, staged, and double-checked before it goes into a box to be shipped to the customer." In addition, Davis & Warshow utilizes RF scanner guns to ensure each package gets loaded correctly. (However, a distributor does not need to have the Epicor RF Warehouse Management System in order to implement Carton Packing. Non-RF facilities can obtain some of the benefits of RF by leveraging wedge scanners in the packing process to validate that the item ordered is the same item that is being shipped).

RF facilities that deliver orders on their own fleet can take advantage of the RF Load Carton function, which directs the user in reverse stop sequence to scan each carton ID for each

order on the manifest, to ensure that everything gets loaded on the truck.

Content Labeling Leads to Improved Customer Service

Eclipse Carton Packing leverages activity triggers (e.g., at the Ship Branch entity) to allow users to configure actions that result in labels printing out automatically, with the right format. Customer-specific product labeling requirements can seamlessly and automatically be printed during the packing process, to reduce the cost of filling these orders to key accounts.

Because each box has its own unique ID number, Davis & Warshow can track items that have been shipped, which cuts down on a lot of follow-up calls from customers asking, "Where is Item X?" If a customer service agent receives a call that someone didn't receive Item X, the agent can quickly find the order and see what carton the item was packed into. "We have eliminated 95 percent of the shipping errors that customers might typically call us on in the past," Pilinko states.

He concludes, "Carton Packing is absolutely essential for us in our day-to-day operations. We are very happy that Epicor is rolling this out into the latest Eclipse release, so that more distributors can provide their input and make it even better."

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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