

# Your eCommerce is selling, but can you deliver?

Darren Myher, VP Operations & Development  
Blue Link Associates Limited



**Booth #316**

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Once an order  
is placed  
online, how  
does it get to  
the end  
customer?



# Have you thought about the following?

- Is your eCommerce site in sync with your business systems?
  - Do you have one master product catalog that is in sync between the web and your local systems?
  - Does your web site have up-to-date quantity and pricing information?
- Order Flow:
  - How will you get orders into your fulfillment system?
  - How will you automate the picking process?
- Order Completion:
  - How do you notify customers that their order has shipped, what has shipped and how to track the shipment?
- What do you do when a customer changes their mind?
  - Do you allow customers to edit an order?
  - How does your team handle changes to orders?
- How many people do you need to manage this?

# eCommerce WorkFlow Options

- Manual
- Batch
- Web Extensions
- Full ERP with automation






# Data Flow



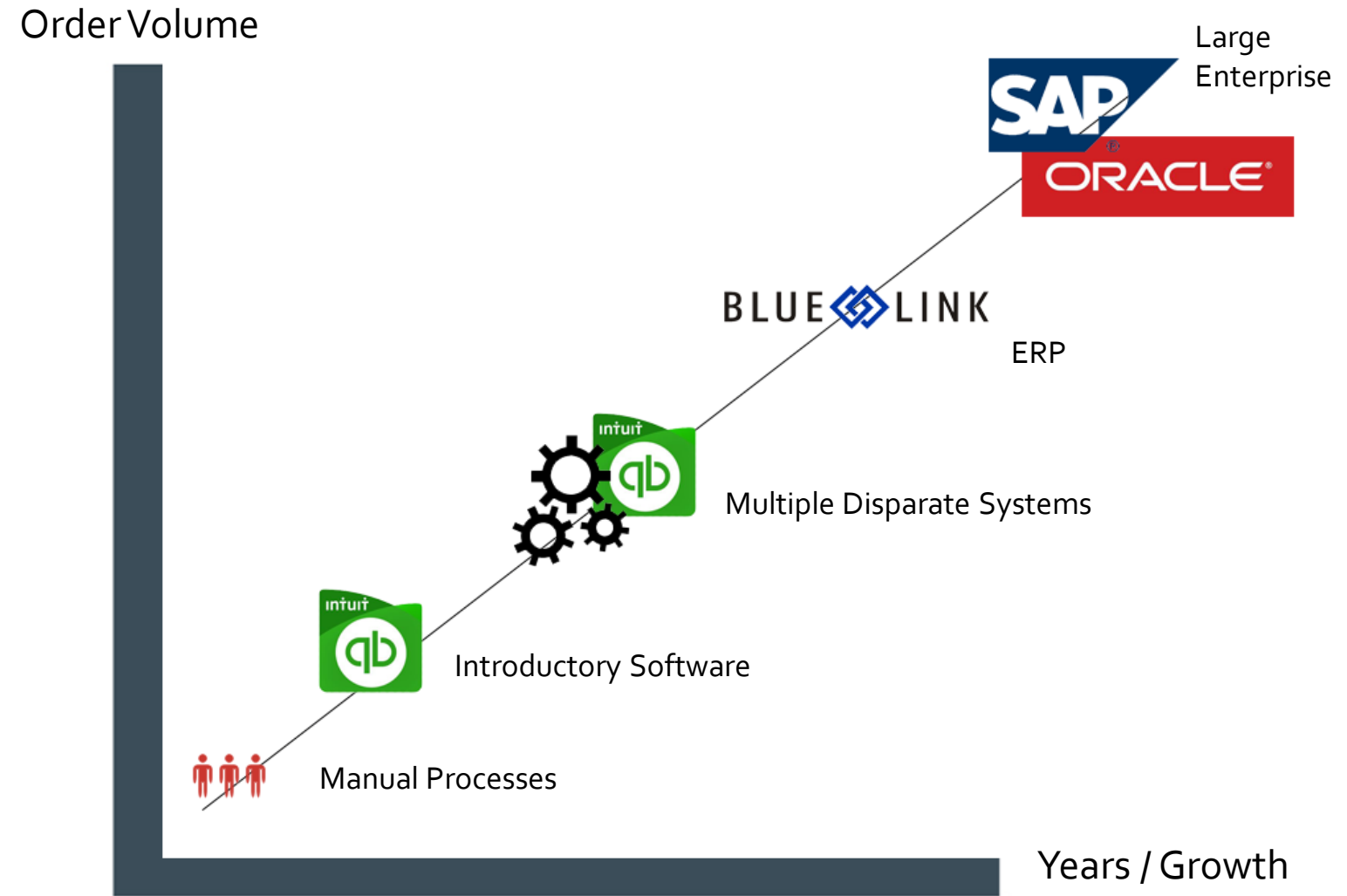
# Opportunities for Automation

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- Data flows/order flows
  - Stock allocation
  - Transmission of orders to 3PL
  - Printing of pick slips
  - Picking based on bin/shelf location
  - Scan verification
  - Courier information
  - Quantity updates
  - Tracking information on website
  - Payment posting

# How to determine the value of automation to your business?

- Manual Operations have a cost based in time
  - Manual updates to systems (stock, pricing, order entry, updates)
  - Picking orders
  - Verifying information (credit card, address)
- Minutes per Operation x Order Volume = Headcount Required
- Headcount Required x Cost per Person
- Other “person” costs:
  - Benefits
  - Training
  - Equipment for the person to use: phone/computer/desk space
  - Skills transferability
  - Risk of new employees missing a step or making mistakes that result in different systems being out of sync

# When do you need ERP?





# Why Automation Makes Sense

- Fewer errors
- Automated work flow
- Less human interaction
- Reduces the rate at which you need to hire new staff
- Simplified on-boarding process for new staff (less complexities)
- More satisfied customers
- Better compliance with partners like Amazon
- Everything is in one place – one version of the truth

# Questions?

To learn more, or if you have any additional questions, come visit us at **Booth #316**.

## Shameless Plug:

Blue Link is an ERP software vendor specializing in inventory management. You move to our software when you've outgrown entry level systems and want to enable the type of automation reviewed here.

[www.BlueLinkERP.com](http://www.BlueLinkERP.com)

Download the slides from today's presentation by scanning the QR code or visiting: <http://bit.ly/1R8gBsW>

