



Success and growth go hand in hand.....

However.....



## JANUARY NEWSLETTER



ISSUE 181

### News from MNP.....

.....Managing that success can have its challenges!

Talking with our clients and using their combined testimony, common pinch points that were drivers to choose and implement our WMS System were:

- Labour costs creeping up
- Profit margin declining
- Customer experience shortfalls

MNP's warehouse management system is designed to overcome and flexibly support direct-to-consumer omni channel retailers that ship non-grocery product anywhere in the world. Strongly supporting bulk inbound and outbound orders, WMSActive equally supports both store and direct-to-consumer fulfilment as well. The system also enables users to control multi-channel inventory to meet commitments from catalog, e-commerce, marketplaces, wholesale and stores while easily allowing for inventory move-

ment between each channel as needed. With automation applied to meet your operational needs, WMSActive streamlines your workflows freeing personnel to be more productive enabling the company to be more profitable, while also providing detailed reporting to manage the business to meet customer demands.

**Features of WMSActive are:**

- Intelligent business logic for put-away and pick path definitions increasing availability
- Automated task allocation to user assigned categories keeps employees actively processing requests
- Supports paper based processing as well as wireless terminals, or a mix of both during unexpected growth
- Definable pick-run manager to provide greater control over order fulfillment processing
- Scalability: Grow from start-up to needing multi-client and multiple physical or virtual warehouses, all

with flexible, unique work flow configurations

- Supports necessary warehouse requirements: Complex picking strategies, back and future orders, returns, directed putaway, automated replenishments, physical inventory & cycle counts
- Improved customer service from faster turnarounds and reduced order errors driven by pick and pack verification
- Detailed, customisable reporting (Crystal Reports™) providing real-time data driven actionable insights

Real-time integration to support full omni channel goals including direct ship, click & collect, ship from store, return to store, and stores as remote warehouses.



Click above to find out more or call :

**Laura Safe, Head of Client Services on 01722 341342**

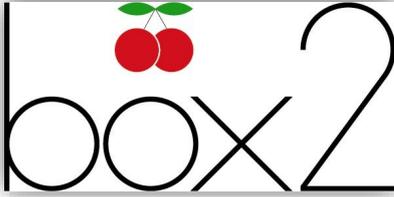
### Key Benefits of WMSActive

- ⇒ Reduced Inventory holding and system costs
- ⇒ Scales from a single site, simple operation to multiple warehouse locations.
- ⇒ Increased availability of inventory
- ⇒ Easily handles complex picking strategies, back and future orders and customer returns via hand held terminals
- ⇒ Actionable insights and easy to use system
- ⇒ Resources are managed with increased efficiency.
- ⇒ Enables orders to be collated for release based on priorities and customer demands
- ⇒ Enhanced and superior levels of customer service
- ⇒ Returned goods back on sale efficiently

GREAT CLIENT NEWS

**Congratulations!!** to **box2** who went live with MNP Multichannel Solutions, ActiveSeries, Order Management System this month.

Due to their continued success and growth and their International appeal, box2 have introduced an OMS system to automate their processes with increased efficiency.



National and International orders can now be easily despatched using one global source of inventory, expanding their capacity without the need to increase resources.

In 2005 the launch of the new website brought the box2 brand of plus size clothing to its widest possible audience offering the full range of clothes and accessories to ladies across the world. The website provides the personal service, attention to detail and, of course, the highest quality collections that have become synonymous with box2 over the past 30 years.

Ladies of all sizes, from all over the world, are now able to enjoy the fabulous experience of shopping with box2. [www.box2.co.uk](http://www.box2.co.uk)



Interesting projects delivered last month

- Shoe supplier have launched USA and Australian marketplaces for full price and Outlet stores. This is in addition to the online European marketplaces that are already set up and fully integrated into MNP's OrderActive.

**ActiveSeries**

- Recently live Jewellery company boost their call centre with an additional customer service licences.
- International and multichannel decorative lighting business approached MNP to create an ability to edit shipping rules on demand. MNP developed a dedicated shipping area on their intranet portal with postcode inclusion zone screen and a shipping rules screen.

For more information on the above contact:

Laura Safe on 01722 341342

SYSTEM ADMINISTRATOR NOTES AND UPDATES

Technical Support will shortly be making contact with regards to the Watchdog Notification Email that is designed to alert a chosen email account(s) when the system hasn't processed an order through Web-Relay for a chosen amount of time (in minutes or hours). When Tech Support make contact please can you provide the chosen email address, and timescales for alert.

Thank you.

Third Parties Adding Value



"E-Gistics are outsourced shipping specialists for UK based online retailers. We hold contracts with DHL,

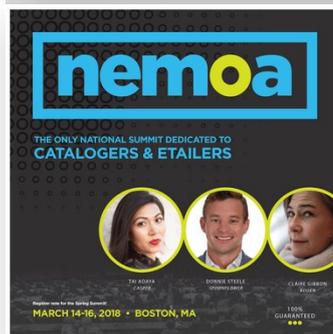
Royal Mail, UK Mail, Hermes, Yodel, Skynet, UPS I-Parcel and many more international suppliers and we typically deploy these using MetaPack which has integrations with over 200 carriers. People come to us for a variety of reasons, sometimes they have just one carrier servicing their entire product range, other times their customers are demanding more choice, it could be that they want to expand internationally and Royal Mail is too expensive, it could be they've received negative feedback in relation to shipping on eBay or Amazon and quite often they don't feel valued as a customer by the carrier because their volumes aren't vast.

We're carrier agnostic which means that we can make the honest and correct choice for our clients and we are integrated into 100 carriers so future change is easy as well. We're well liked by our customers because we're a one stop shop and passionate about what we do for our customers. A 5-10 minute call is usually enough time to establish if we might be right for someone and vice versa."

[www.E-Gistics.com](http://www.E-Gistics.com)

IN OTHER NEWS.....

MNP are excited to return to NEMOA Expo in Boston, US in March this year. Scott Karlo our Vice President in the US will be attending and is looking forward to opportunities that the event will bring.



Much closer to home we had a surprise visitor to MNP HQ! This

swan appeared in the car park for a brief time (which caused great excitement) before being rescued by a local wildlife team. There was a happy ending to the day !!

