

CASE STUDY | FOAM INDUSTRIES

Simplified customer order process to deliver exceptional service



Foam Industries has been creating quality products for over five years and established themselves as a premier foam, wood and plastic product supplier. In addition to offering a full line of products including Antistatic Foams, Corrugated Plastics, Certified HT Lumber, Corrugated Boxes and many more, Foam Industries also offers many capabilities to meet any company's custom needs including Lamination, Foam Die Cutting, Plastic Die Cutting, Engineering and Design, Plastic Sonic Welding and more.



BENEFITS

- Automated order process
- Improved order entry time
- Ensure ease of use for buyers
- Eliminate manual bottlenecks
- Increase accuracy of fulfillment
- Empower trading partner collaboration

Discover more about the unique solutions UpNet offers by:
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CREATING A WORLD OF CONNECTIONS

CHALLENGE:

MANUAL ORDERING NOT CUTTING IT

Conducting business with a large catalog of products can be problematic for any company. Keeping the catalog current, informing customers of changes, and providing a means to order that is accurate and efficient is a challenge. Large catalogs can also put a burden on customers to devote additional time and resources to their replenishment process, often leading to strained relationships.

For Foam Industries, this became all too apparent when one of their customers was demanding an easier way to order items accurately and efficiently from their array of products. The customer had frequent orders of varying products used in their production and needed a simple way to specify individual products for reorder in the exact quantities necessary for production.



SOLUTION:

BARCODES AND SCANNERS

In an effort to meet increasing customer demands, Foam Industries found UpNet Technologies had the right solution. Scan-Based Ordering (SBO) provided Foam Industries with a comprehensive tool to provide to their customers. This tool simplifies order entry and interfaces with other UpNet applications to create a complete order taking and catalog management solution.

Utilizing hand-held scanners and product bar-coding, SBO removes the often costly and labor intensive manual order entry activities. Customers simply scan the barcodes for the products they want to order, confirm the quantities and ship-to destinations, and the order is automatically translated and transferred to the supplier. Combined with UpNet's Order Management application, SBO interfaces with the online product and pricing catalog to generate orders.

RESULTS:

ACCURATE ORDERS, SATISFIED CUSTOMERS

UpNet Technologies' on-demand Scan-Based Ordering solution enabled Foam Industries to meet their customer's demands and simplify their order entry process. Orders are now received in the proper format and delivered directly to the appropriate recipient at Foam Industries warehouse, eliminating manual bottlenecks and reducing order fulfillment time.

"Scan-Based Ordering provides a neat and clean solution to increase efficiency in the ordering process" says Foam Industries CEO Christine Nelson. What started as a customer demand turned into a full solution to empower trading partner collaboration for Foam Industries and their customers.