ChargeLogic
SHIPPING

The Ken Blanchard Companies Save Time and Money with ChargeLogic Shipping for Microsoft Dynamics NAV

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Microsoft Dynamics
NAV 2013
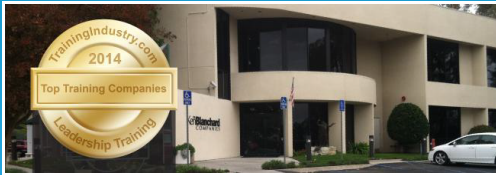
The Ken Blanchard Companies is a global leader in workplace learning, productivity, and leadership effectiveness. They print and sell custom publications in the form of books, manuals, binders, pamphlets, and audio formats and ship them to over 70 countries around the globe. With ChargeLogic Shipping, Blanchard found a streamlined solution that simplifies processes, reduces costs, and provides accurate shipping rates for ecommerce orders.

Scenario

A longtime Microsoft Dynamics NAV customer, The Ken Blanchard Companies began using NAV as their ERP system of choice in 1999 to manage financials as well as warehouse and supply chain. They sell their products via ecommerce, phone, mail order, and sales representatives. With over 50% of their products shipped from warehouses in the U.S. and the U.K., Blanchard needed to have a robust shipping application that provided accurate shipping quotes, created efficiencies for the accounting and warehouse teams, and was easy to use. Although the shipping solution that they were using was integrated with NAV, it was costly and too complex for what they needed. Worst of all, it did not provide the fundamental functionality that they required. They wanted a streamlined solution that enabled them to provide accurate shipping costs with multiple delivery options for web orders.

"The shipping software that we were using was overkill for our organization," says Bonnie Violi, Navision Administrator for The Ken Blanchard Companies. "The objects cluttered our database and caused too many object changes when we needed to upgrade, increasing the costs. We were paying to upgrade software that didn't provide us with the core functionality that we needed. It was time for a change."

Blanchard needed to provide accurate rate quotes on their ecommerce site, and their old system had rates in a static table, which was not always exact. This meant that Blanchard sometimes took a loss on shipment costs because they did not want to bill customers more than they had been quoted.

"The software we use to get our products into the hands of our customers is critical. **ChargeLogic Shipping** provides us with the functionality we need and the efficient workflows necessary to support Ken Blanchard's expansion. We made the right choice with **ChargeLogic**."

Bonnie Violi
Navison Administrator
The Ken Blanchard Companies

ChargeLogic
SHIPPING

Accurate Rate Quotes for Better Business

"ChargeLogic Shipping has a live API for shipping rates on our ecommerce site, allowing us to provide rate shopping online," says Violi. "Our customers expect to be able to see the cost difference between an overnight shipment and a ground shipment, and they expect the rate to be accurate." ChargeLogic Shipping easily connects with Ken Blanchard's ecommerce site from Microsoft Dynamics NAV. Orders come into the website, and the website writes the orders directly to Sales Orders in NAV where rate shopping in ChargeLogic Shipping is triggered. The process occurs in seconds so that the consumer has the information quickly.

With ChargeLogic Shipping, Blanchard can accurately track the number of items shipped and identify which items are in which packages. Once an order is shipped, they can provide tracking information and package details to customers. Not only does this inform customers of the status of their shipments, but it helps identify and locate late or missing shipments.

Saving Time, Saving Money

"ChargeLogic Shipping's address verification has cut our address surcharges by 95%," says Violi. "Between the costs of surcharges and lost packages, the savings add up. We never had address validation with the accuracy that ChargeLogic Shipping provides."

In addition to cost savings, Blanchard has experienced significant time savings in the accounting department. Their accounts payable department has reduced the number of hours reconciling carrier bills from five hours a week to 30 minutes a week. ChargeLogic Shipping ties the NAV order number to the carrier tracking number, and all of that information appears on the carrier's bill, making reconciliation a snap. The reduction in reconciliation time has allowed Blanchard to continue growing without having to add headcount. The ease of use and natural workflow reduces training time and enables the accounting team to accomplish tasks quickly.

Easy Adoption in the Warehouse

Built with simplicity in mind, ChargeLogic Shipping provides a streamlined user interface that is intuitive and easy to learn. Blanchard found ChargeLogic Shipping to be simple to use, high functioning, and efficient. Warehouse employees have the option of using a barcode scanner, touch screen device, or keyboard and mouse. The workflow walks team members through the packing process and shows what items are packed and what items still need to be packed.

Results

Since implementing ChargeLogic Shipping, The Ken Blanchard Companies is now able to provide accurate shipping costs to its ecommerce customers. They have also lowered their costs and streamlined processes, which has enabled growth. "Our business growth has accelerated internationally and we now ship to 70 countries around the world," says Violi. "The software we use to get our products into the hands of our customers is critical. ChargeLogic Shipping provides us with the functionality we need and the efficient workflows necessary to support Ken Blanchard's expansion. We made the right choice with ChargeLogic."

The Ken Blanchard Companies

Business Profile
Global leader in workplace learning, productivity, and leadership effectiveness. Prints custom books, manuals, binders, pamphlets and audio formats and ships them to over 70 countries around the globe.

Business Challenge
Needed a streamlined shipping solution integrated with Microsoft Dynamics NAV that provided accurate shipping quotes for ecommerce orders.

Solutions
ChargeLogic Shipping
ChargeLogic Payments

Benefits
• Accurate rate quotes for freight
• Reduced costs
• Time savings
• Easy to use

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