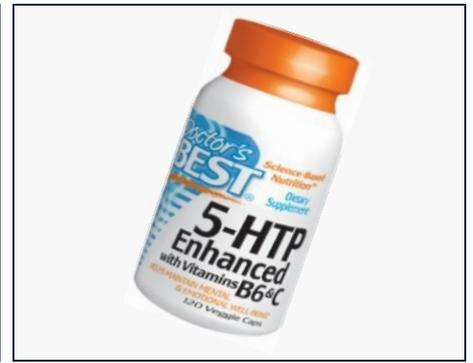


OzLINK Customer Success Story

Doctor's Best

Prescribes OzLINK for Warehouse Efficiency



At a Glance:

Doctor's Best is an alternative nutritional supplement provider whose mission is to integrate science and traditional wisdom to create nutritional and herbal supplements. Their goal is to assist their customers in living a happier and healthier life. Doctor's Best supplements can be found at vitamin stores, specialty stores, and online retailers like Amazon.com.

Industry: Retail, Pharmaceutical

Oz Solutions: OzLINK Custom

Applications: UPS WorldShip®, MAS 200

Key Benefits:

- Efficiency increased by 75%
- Decrease on shipping time from 3 hours to 30 minutes
- Time to process a package for shipment decreased from 2.5 minutes to 30 seconds per order

The Challenge:

Doctor's Best implemented UPS WorldShip to their shipping department. They were having difficulty in getting their MAS 200 accounting system to communicate with WorldShip. Their order fulfillment process was taking too long to get 70 to 80 small parcel packages out the door. The process to ship one order was taking at least two and a half minutes and there were too many errors keying the shipping information from WorldShip in to MAS 200.

The warehouse workers were experiencing the following pains:

- It would take a minimum of eight steps to complete a shipment
- Over three hours were being spent on shipping orders
- Overhead was increasing as overtime needed to be put in to cover the other warehouse duties

They needed a simpler way to integrate WorldShip with MAS 200.

The Solution:

Doctor's Best turned to OzLINK to create a custom solution to integrate MAS 200 with WorldShip. The OzLINK integration creates a combined pick ticket and UPS label cutting extra steps from their fulfillment process. The process became as simple as typing in the sales order number, confirming the customer name, selecting the box size, and hitting print. With OzLINK they can now:

- Complete shipping an order in half the amount of steps
- Reduce shipping errors by 65%
- Increase team productivity by 80%

Jose Garcia, Shipping Manager, said "We are spending much less time at the shipping station. The OzLINK integration has made life in the warehouse so much easier, more efficient, and we have a much better system in place now."

"As Doctor's Best continues to grow we continue to find ways to make our business more efficient. That is the biggest plus side of using OzLINK. We can continue to keep our business scalable by customizing our needs with OzLINK"

-Jose Garcia, Shipping Manager, Doctor's Best



OZ DEVELOPMENT, INC.

Phone: 508-366-1969

sales@ozdevelopment.com

www.ozdevelopment.com