

Examples of OzLINK Customer Savings and Value



- **Business functionality has gone back up to 100%; productivity of warehouse staff has tripled**

"We have been able to keep our business highly automated so we could leverage the productivity of our employees. Technology is utilized as much as possible. This allows us to keep our overhead low."

- Paul Godfrey, CEO



- **Yearly revenue increased by \$50K; costly shipping errors decreased significantly; production time was cut in half with less staff**

"Introducing OzLINK Shipping to our business has saved us time and additional expenses. We are able to process a larger number of orders in a shorter period of time, with fewer people. This was a fantastic investment."

- John Doyle, Owner



- **Return time was cut in half, saving \$17,500 per year; returns were streamlined to create transparency of incoming returns; clerical tasks were reduced by 96%**

"The team from OzLINK has a deep understanding of logistics, which helped get our OzLINK solution implemented in just a few days."

- Richelle Cinco, Returns Operations Manager



- **Shipping selection errors lessened by 20%; a 15% improvement in on-time shipping contributed to OzLINK**

"The team at OzLINK was extremely responsive. Beyond the technology, they had a clear understanding of how to improve our fulfillment processes."

- Barry Bennett, Purchasing Manager



FACTS FROM SUPPLYCHAINBRAIN

- 62% of consumers are less likely to shop with a retailer if an item not delivered within two days of the date promised
- 44% of shippers are manually entering data for all of their shipments



- **Shipping errors reduced by 65%; team productivity increased by 80%; shipping time decreased from 3 hours to 30 minutes**

"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

- **Customer service calls inquiring about tracking decreased by 100%**

"I don't think I have had one customer call asking for a tracking number since we've implemented the Custom Direct Email Notification with Oz. People are getting their tracking numbers, and if they have a question, they just track their own order. It's very, very good." - Lois A. Kessler, Office Manager

- **Human errors decreased by 70%; shipping delays reduced during software upgrades; sales grew an overall 60%**

"QuickBooks alone would not have allowed us to expand our business and business process to where it is today. It took a valuable partnership with Oz Development to allow us to function at the level we are at today." - Dan Curtis, IT Manager

- **Yearly sales increased by 5%; costs decreased \$75K annually by eliminating the need to hire additional employees**

"I got the sense from day one that the Professional Services Group at Oz knew what they were talking about. They did what they said they were going to do and the support has been outstanding". - Bob Wells, VP of Operations

- **Visibility of margins to assist in wins and ensure profitability improved**

"OzLINK is simply a fantastic solution for Barnhart Press. The simplicity of its Excel integration makes it invaluable in servicing our customers." - George Hruska, Director of Operations



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