



Warehouse Direct: Saving Thousands of Dollars with ECi Delivery Management Solutions

Curtis Stokes, Warehouse Direct Office Products



Warehouse Direct Office Products utilizes DDMS in addition to RoutePerfect and RouteTrak. The business has save thousands of dollars and hundreds of man-hours by fully using the software for its delivery operations. Curtis Stokes of Warehouse Direct offers this advice to other dealers:

“If you’re trying to optimize and simply delivery and want to cut man-hours, this is something that you should take a look at. It’s above and beyond the expectations that we had for it in the first place.” – Curtis Stokes, Director of Operations

Deliveries are an important part of Warehouse Direct’s business, but there were inefficiencies costing the independent office products dealership thousands of dollars – until they began implementing RouteTrak™ and RoutePerfect™.

Warehouse Direct began using ECi’s delivery management products in 2004, and has seen thousands of dollars in savings each year.

Curtis Stokes, the operations manager for the Mount Prospect, IL-based company, estimates that Warehouse Direct is saving at least \$45,000 a year – just in labor.

Prior to implementing RouteTrak and RoutePerfect, Warehouse Direct was manually filing anywhere between 800 to 1,200 delivery signatures and invoices per day. That meant having three full-time employees focusing on filing.

Curtis says, “That’s not even adding the time it takes to manually look for a hard copy signature. We can just pull it up on a screen and email it to a customer. Or we can print it out and fax it to them, so everybody stays at their desk and the man-hours that we save ... are just astronomical.”

RouteTrak and RoutePerfect have also helped Warehouse improve customer satisfaction and retention. Warehouse Direct employees are able to quickly and easily pull up information for customers, including proof of delivery.

Curtis says, “PODs are very important, and now we don’t have to hold on to the hardcopy manifest anymore, which also takes up space. It created just boxes and boxes of paper that we don’t have to store here anymore. So it also saves us space in our records department. We love it.”

Going to paperless invoicing not only helps Warehouse Direct save paper and space, it also helps the company go green.

“We have drastically reduced our paper consumption at Warehouse Direct Office Products. RoutePerfect and RouteTrak play a big part in our Green Program,” Curtis explains.

Warehouse Direct also uses ECi DDMS as its back-end software, which integrates seamlessly with RouteTrak and RoutePerfect. Having the software working together comes in handy when pulling downloads from United Stationers. Curtis says, “I get about 700-plus matches a day that we upload directly into our DDMS software. We don’t have to manually put those box counts in anymore. So it also cuts off man-hours on that side as well. It’s paid for itself over and over again with us.”

Curtis also offers advice to other dealers in similar situations, “If you’re trying to optimize and simplify delivery and want to cut man-hours, this is something that you should take a look at. It’s above and beyond the expectations that we had for it in the first place.”

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