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PBB GLOBAL LOGISTICS - WHITE PAPER

e-Fulfillment Solution Creates Savings for Scouts Canada

Thanks to innovative and leading-edge e-Fulfillment solutions created by PBB in partnership with Scouts Canada, Scouts across the country are receiving their uniforms, badges, and a myriad of other supplies faster and more efficiently.

Scouts uses PBB's integrated ordering, fulfillment and inventory management B2B system called e-Fulfillment. (e-Fulfillment also has the capabilities to operate on a B2C level.) This allows Scouts Canada to process orders for its shops from coast to coast, and automates the ordering process by using the Internet. "This system is efficient and precise," said Paul Pouliot, Director of National Retail Services, Scouts Canada. "We've reduced order, pick and pack time, and made the system faster for our stores."

The new solution has transformed what was once a paper and labor-intensive ordering system, into a more efficient and effective e-Fulfillment process.

Here's how it works.

Scout Shops order products on-line through a secure, password-protected site that was built by

PBB and accessed via Scouts Canada's Intranet. As an order is submitted, a confirmation number is immediately issued to the store and the request is instantly received at PBB's distribution center in Mississauga, Ontario where it is picked, packed and shipped. A confirmation is automatically sent to the Scout Shop indicating the date of final delivery. PBB also ships the orders to the individual stores. This confirmation is also the final invoice.

PBB warehouses the inventory, fulfills the orders, and maintains the on-line systems to ensure the process runs smoothly and efficiently. This includes transmitting a daily data file to Scouts Canada head-

quarters in Ottawa, Ontario, which reflects daily transactions. Scouts integrates this file with their accounting systems to ensure accurate and prompt billing.

"This system means less 'touching' of data and unnecessary re-entry of data," said Tom Obright, Director of Information Management, Scouts Canada. "The orders are processed faster and the stores receive their goods more quickly. It's a win-win-win."





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The e-Fulfillment solution is a natural progression of PBB's long history of providing Warehousing & Distribution, inventory management and information technology solutions for clients.

"We were very pleased, within a short time frame, to create a dynamic e-Business solution for Scouts Canada," said Ron Mazurek, Director, Distribution, PBB Global Logistics.

This type of solution can be of benefit to many other organizations and companies. Anyone currently processing orders in a fax or phone



environment can benefit greatly from this e-Fulfillment application, which automates the ordering system by relying on the Internet.

"It is PBB's pleasure to partner with Scouts Canada," said Mr. Mazurek. "We are proud to work together with this outstanding national organization to create effective solutions and Web-enabled processes."

For further information about PBB's e-Fulfillment and how it can benefit your business, call Ron Mazurek at 905-871-6500 or info@pbb.com.

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PBB

Global Logistics

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