



CASE STUDY

KUEBIX ORDER AND SHIPMENT INTEGRATION WITH EFI MONARCH

Order and Shipment Integration with EFI Monarch Helps Grandville Printing Continually Improve Its Shipping Operation

About Grandville Printing

Grandville Printing has been a fixture in Grandville, MI for 64 years. As a third-generation family owned and operated business, the company has built its roots in its community and has grown to become the largest single-site printer in North America. Grandville Printing ships roughly 60,000 to 80,000 skids every year across the country as well as into Canada and the Bahamas. Their mission is to offer products for clients who need real solutions... more than just ink on paper.

Where Grandville Printing's TMS Journey Began

Shipping 60,000 - 80,000 skids of mostly LTL loads every year means that Grandville Printing has always paid close attention to its shipping operations. As an organization that prides itself on being technologically savvy, the company understands the value of automation and operating in a digital, cloud environment.

Kevin Rozema, Grandville Printing's Production Planner focusing on ERP integration and development has worn many 'hats' during his nearly 20 year tenure with the company. As such, he's seen Grandville Printing's journey to perfect its supply chain first-hand.

For several years, Grandville Printing operated a home-grown shipping platform to manage its logistics. The in-house platform worked to get orders out the door and into customers' hands, but required frequent maintenance. According to Rozema, "Our internal tool did exactly what we needed, and nothing more. We were not able to get all of the rate charges and shipping status updates fed back through our ERP, and it was a very siloed operation that didn't allow for easy access to information."

CHALLENGE

Home-grown shipping platform required constant updating and didn't integrate information with EFI Monarch, the company's ERP, resulting in wasted time, limited visibility and slower operations.

OBJECTIVE

Move from the home-grown shipping platform to a fully realized TMS to improve efficiencies and reduce manual labor.

SOLUTION

Kuebix TMS and an Order and Shipment Integration with EFI Monarch allows Grandville Printing to smoothly manage customer orders, save time, reduce manual entry and provide visibility to clients all from one platform!

Though the internally built platform had a convenient rating tool like a true TMS, one of the main struggles was that that it would need to be constantly updated any time a carrier changed their website. This wasted valuable time for their developers that could have been better put to use elsewhere.

Grandville Printing has tried leveraging their ERP's shipping software in order to integrate data flows and condense operations, but found that this solution lacked the ease of use and functionality they required.

Leveraging Kuebix TMS

Grandville Printing first began using Kuebix Free Shipper to supplement the capabilities of their home-grown technology. After successfully using the free TMS in tandem with their own software, Grandville decided to assess Kuebix Business Pro and the modular features Kuebix offers.

The company knew they needed a shipping solution that would do more than they could in-house while also integrating with their ERP system for efficient data flow. "We started to really compare Kuebix with what we'd been doing and other platforms," said Rozema. "Even the free features that Kuebix offers, like the rate comparison tool, gave us enough of a preview of the product to want to do more! Once we met the Kuebix dev team, it was a no-brainer!"

Grandville Printing's entire logistics team now leverages Kuebix TMS to manage shipping operations. Rozema cites Kuebix's straightforward UI and how easy it is to train others on the system for making this possible.

Adding an Order and Shipment Integration with EFI Monarch



Being able to integrate order and shipment data from their ERP was crucial in Grandville Printing's decision to make the switch to Kuebix. Working closely with Kuebix's Development and Customer Success teams, the company's order and shipment data were successfully integrated.

Now, Grandville Printing's logistics team members all work off of the same information without having to manually rekey information across platforms. This not only helps prevent manual error, it also prevents a great deal of time from being wasted. With all of the information centralized and shared between the two systems, meaningful analytics like cost down to the SKU-level can be easily viewed.

Custom Reporting and Visibility

Maintaining data accuracy across platforms has helped Grandville Printing reduce wasted time. According to Rozema, "The way that Kuebix maintains all of the PRO numbers and updates tracking information has meant that our shipping team isn't bothered all day long by customers looking for shipping status updates!" Instead, the team can focus on other tasks to improve operations. This level of visibility was something Grandville Printing hadn't been able to achieve on their own and has helped to improve customer satisfaction.

Grandville Printing has also begun leveraging Kuebix's custom reporting features. Not only are these metrics used by the logistics team, the company's accounting department has greatly benefited as well.

"Kuebix's custom reporting tool is amazing! I can make one report that replaces almost 50% of our manual invoicing process! That's a big deal! It means our team members can turn their attention to other things."

The Bottom Line

Grandville Printing has a long history of using technology to streamline operations and they continue to build on this foundation with Kuebix and their order and shipment integration through EFI Monarch.

"Regardless of where you are with using technology for your logistics operations, Kuebix can make it better," adds Rozema. "Company-wide, we are fairly cutting-edge with technology. We had something home-grown that we felt no technology could compare to, but Kuebix is really getting the job done!"