DESCARTES™

Dixie Paper Company

Dixie Paper Cleans Up Warehouse Operations with Descartes OzLink™ for NetSuite

Dixie Paper Company, founded in 1976, is a leading supplier in the paper, packaging and sanitary maintenance supply sectors as well as in chemical distribution. The company realized that it needed to upgrade legacy systems to technology that can support growth and provide added functionality for sales representatives. By implementing Descartes OzLink™ for NetSuite, Dixie Paper Company was able to achieve robust order fulfillment capabilities, improve customer service and leverage technology that could scale as business expanded.

The Challenge Dixie Paper realized that its legacy Enterprise Resource Planning (ERP) system, Infor A+, was overdue for an upgrade. The operations team was managing thousands of products across warehouses and required added functionality. In addition, although sales support representatives could create orders to be fed into Infor A+, they could not capture e-commerce orders and customers had no visibility into order status.

The Infor A+ system was too rigid and did not include the architecture or features required to support Dixie Paper's strategic growth plans. The primary challenges included:

- Poor visibility across the entire company
- Lack of flexibility, which made it difficult to continuously improve customer service
- An aging IT platform that was becoming a potential support risk to the business

The Solution In addition to selecting and implementing NetSuite, Dixie Paper chose Descartes OzLink for NetSuite Mobile Enterprise to provide wireless receiving and picking using existing mobile computers. The real-time connectivity to NetSuite provides streamlined processes and visibility, ensuring that the warehouse team operates at peak performance. Added benefits include:

- Orders picked by truck route, with pickers allocated by zone to drive a higher level efficiency
- The ability to enter online customer orders with visibility into real-time order status based on warehouse activities
- Streamlined order fulfillment with the capacity to handle over 300 orders per day
- Streamlined truck loading with wireless fulfillment of orders by truck route
- Improved visibility and inventory control across two warehouse locations

> ❝Descartes OzLink has been a true partner. They were the best team to work with, and we could not have been successful without them.❞
>
> – Paige Horn,
>   Chief Operating Officer,
>   Dixie Paper Company

DIXIE PAPER COMPANY, INC

Dixie Paper Company, Inc. distributes janitorial, sanitary maintenance and paper products, office supplies and industrial chemicals. Our commitment to providing quality products at competitive prices and our dedication to outstanding service has helped us become a regional industry leader. We are able to provide next-day delivery to the entire U.S. Ark-La-Tex area from our two offices in Minden, Louisiana and Tyler, Texas.

DESCARTES™ OzLink for NetSuite

Extending NetSuite with a Range of Flexible Functions & Options

Descartes OzLink™ extends your investment in NetSuite by sharing seamless, real-time information with NetSuite. The solution also features a wide range of optional flexible extensions to adapt to operational requirements.

By further expanding the solution with optional services such as fleet management for optimized route planning; integrated mobility for planning, dispatch and delivery processes; and advanced telematics to improve driver productivity and better understand vehicle performance, businesses can also achieve added operational efficiency, reduce costs, enhance customer service and derive a potential competitive advantage.

Warehouse - Descartes OzLink for NetSuite streamlines warehouse and inventory operations. With better automation, logistics-oriented businesses can:

- Increase fulfillment accuracy and control costs with any iOS or Android-based smartphone

- Choose from single or multiple paper-based order picking or paperless order picking and barcode scanning

- Increase productivity with guided walk paths to optimize picking, put away and inventory moves

- Improve inventory control by wirelessly capturing accurate serial and lot numbers

E-commerce - Descartes OzLink for NetSuite automates fulfillment processes for online orders by integrating NetSuite with e-commerce applications. Our solutions help e-commerce-driven companies:

- Integrate orders from online marketplaces and applications such as eBay, Amazon, Magento, Shopify, ChannnelAdvisor and more into NetSuite

- Provide added customer visibility into order fulfillment status with tracking capabilities

- Create channel- and marketplace-specific branded pack slips and compliant labels

- Synchronize item master data between NetSuite and e-commerce applications

Shipping - Among the most widely-used and advanced shipping solutions available, Descartes OzLink for NetSuite quickly processes shipments with all of the necessary carrier services by sharing NetSuite information with leading applications including UPS WorldShip, Endicia, OnTrac, FedEx Ship Manager and others. With our solutions, businesses can:

- Streamline both small package and freight shipments with one solution

- Get real-time updates for costs, tracking numbers and shipment status

- Seamlessly create Advanced Shipping Notices (ASNs) and print retailer labels

- Rate shop across small package and freight carriers