

SureShip™

TURNING IDEAS INTO TIME AND COST-SAVING REALITIES



CUSTOMER TESTIMONIAL: **CHAPIN INTERNATIONAL**

Chapin International is a world leader in the manufacture of compressed air sprayers, ATV sprayers, and spreaders.

In search of a shipping solution that could seamlessly integrate data and high-volume operations from order entry to fulfillment within their Infor® SyteLine ERP system, Chapin discovered SureShip™ from AIT Business Services.

"PROCESSING PAPERWORK FOR ORDERS HAS REDUCED IN MY OFFICE BY A TIME FACTOR OF FIVE. THAT TIME CAN BE USED TO BETTER SUPPORT OUR CLIENT'S NEEDS."

**—IAN WEATHERBEE
LOGISTICS MANAGER,
CHAPIN INTERNATIONAL**



THE CHALLENGE

Chapin International ships around the globe through every mode of transport including Parcel, LTL, TL, Ocean, Air, Rail, and Intermodal. Experienced and frustrated with other shipping platforms, the company wanted to eliminate time-consuming steps and paperwork created by the lack of data integration between its enterprise software and its shipping processes.

Custom building its own shipping software in the same SQL background as its ERP platform, Infor® SyteLine, seemed like the best option for future growth. Seamless integration was key. Chapin did not want to deal with the ongoing, time-consuming issues that arose because the warehouse was not directly connected with order entry. The company also wanted more flexibility, feeling its previous systems were too rigid.

THE SOLUTION

Chapin's logistics manager, Ian Weatherbee, had been dead set on not using a new shipping platform and focused on a custom-built solution. But after some online research, Chapin's IT department discovered **AIT Business Services** and **SureShip**.

AIT had been listening to its own customers' frustrations with their shipping solutions. Using its experience and expertise as an Infor Gold Partner, AIT decided to develop **SureShip** as a fully integrated system, written 100% in Infor's Mongoose™ platform, with direct integration between SyteLine and the shipping carriers.

After learning more about **SureShip**, Weatherbee and his team realized the software encompassed the features and capabilities they already had in mind:

- Direct integration with ERP
- Single point interface for connecting Infor SyteLine™ shipments with UPS, FedEx, USPS and Select Freight and LTL carriers
- Written 100% in SyteLine's native Mongoose architecture
- Customizable features
- Ability to ship from transfers, customer orders, pick, pack and ship (PPS), and Service Request Orders (SROs)
- LTL and Freight integration, freight billing, charge-backs, and rate shopping

Chapin also realized that working with AIT, rather than building its own solution, would deliver a faster return on investment.

THE RESULTS

After deciding to implement **SureShip**, Chapin International had a compressed timeline for the remote implementation, with no room for error, beginning last September and launching in January. Weatherbee and his team were impressed with the support from AIT, and after going live, the company was shipping orders the first day and back to full speed within a week. With a team of hands-on learners, Chapin adapted quickly to the new software.

In the five months it's been working with **SureShip**, Chapin has already seen the effects of the data integration.

"Processing paperwork for orders has reduced in my office by a time factor of five," says Weatherbee. "This time can be used to better support our clients' needs. For example, we are currently working on additional automation projects that will save even more time and help our customers with their OTIF (On Time and In Full) requirements. These automation projects are vastly more difficult, and in some cases, were not an option for us previously."

Chapin looks forward to automating more physical processes in its warehouse now that its data is in a single system. And Weatherbee looks forward to the future.

"AIT's openness to our suggestions for changes was not something we have been used to from partners in the past. We are only at the tip of the iceberg as to where we will go with this software. **I absolutely recommend SureShip and AIT Business Services to other companies.**"

CONTACT:

To learn more, please contact **AIT Business Services** at **866.248.4240** or visit www.aitbusiness.com.

"WE HAVE LIVED THROUGH SYSTEMS NOT TALKING TO EACH OTHER AND THE OWNERS OF THE SOFTWARE NOT BEING WILLING TO LET OUR IT TEAM WORK WITH THE PRODUCT. WITH SureShip, WE ARE ALL TALKING THE SAME LANGUAGE AND ABLE TO MAKE OUR IDEAS AND DREAMS COME TO FRUITION."

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