ORDERWISE®

AREAS TO SAVE ACROSS YOUR BUSINESS

Staying competitive in a struggling economy

You can't control the economy, but you can make changes in your business to minimise the impact and mitigate any risks to your operation.

INTRODUCTION

When every penny counts, identifying new ways to optimise even the smallest of processes can lead to savings across your entire operation - whether that's time, money, or resource. Backed by a more streamlined way of working, businesses quickly develop the operational resilience needed for future growth and endurance.

Saving money and knowing where to make impactful changes can be difficult if you don't know where to start. With that in mind, we're outlining some of the core areas in your business to consider optimising:

WAREHOUSE

A warehouse is the beating heart of a supply chain. It's where most core processes are executed, where customer satisfaction is determined, and ultimately where profitability can be ensured. With that in mind, it's important to remember that optimised warehouse management correlates directly with increased profit and increased productivity.

Reduce manual data entry to increase your order processing

It's simple, if your warehouse is still working from paper pick notes or relying on manual data entry, you're paving the way for costly errors and wasted time.

And for larger operations despatching sizeable order volumes, relying on these dated methods of working has the potential to cost more than just lost time...

5 REASONS
MANUAL DATA ENTRY IS COSTING YOU MONEY

1. It's time-consuming.

Particularly if the volume of data to be entered is in the tens of thousands.

2. It's boring.

And with boredom and dissatisfaction, comes the potential for costly mistakes and high staff turnover.

3. It breeds inaccuracy.

No matter how much your employees concentrate, mistakes will happen with manual data entry.

4. It slows other processes.

Invoices aren't guaranteed to get processed as the same rate they flow in.

5. It's bad for growth.

Factor in all the issues above, and you have the potential for blocked cashflow, unhappy vendors, customers and employees.

If you're a wholesaler despatching large quantities, relying on manual order processing may feel manageable during quiet periods, but the build-up acquired during peak seasons might be costing you more than you expect...

**Download the ebook to discover more >**

Reduce errors and increase pick speed with handheld technology

Barcode scanning technology can reduce picking errors while increasing the speed at which orders are picked and products booked in.

With increased competition for retaining employees, streamlining daily processes through barcode scanning technology helps you to negate the need to employ more staff to cope with demand, instead maximising the productivity of your current team of workers.

"Before, everything used to get picked off paper so the paper notes would do the rounds and that would create problems, they'd get lost, misplaced, etc. Now everything gets scanned into and out of the business which it never used to before, so a lot more use of barcodes and electronic control is driving improved management information."

Mark Turner, Operations Manager
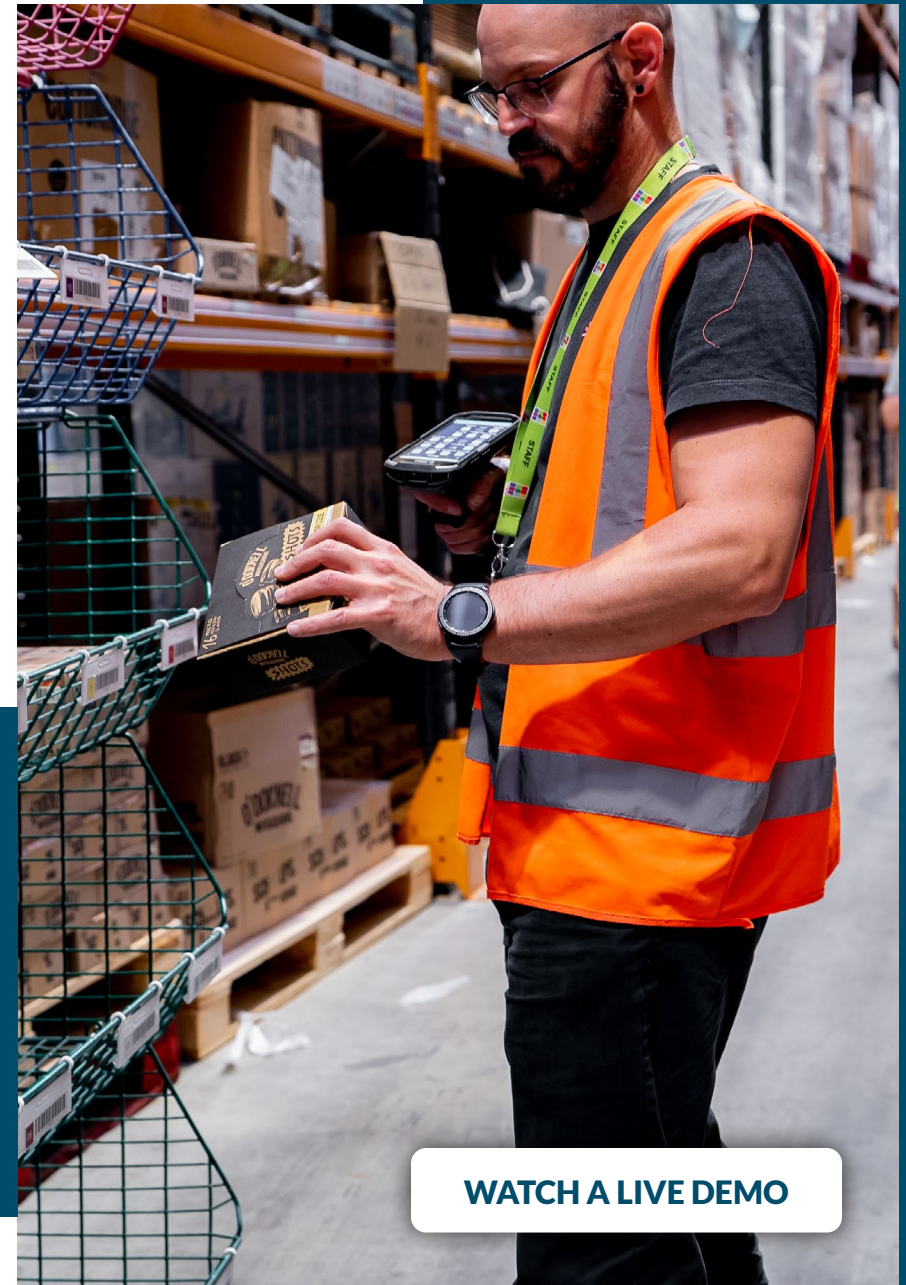
WATCH A LIVE DEMO

Save on labour efforts with an optimised warehouse layout

By optimising the layout of your warehouse, its walk routes, and the way stock is handled, staff can be guaranteed the fastest and most logical methods of conducting their daily activities. For example:

If similar items are placed at opposite ends of the warehouse, the extra time spent navigating warehouse aisles can quickly mount up for staff.

Having fast moving stock located towards the back of the warehouse will slow down the despatch process, with workers having to make longer and frequent trips to retrieve items.

Keep commonly used pick faces topped up with stock so staff aren't having to collect items from bulk piles or high up racking.

With staff working more efficiently and tasks becoming quicker to undertake, warehouse operations are streamlined, and operatives begin to spend more time on getting orders out the door.

70%
OF STAFF TIME IS SPENT WALKING RATHER THAN COMPLETING TASKS
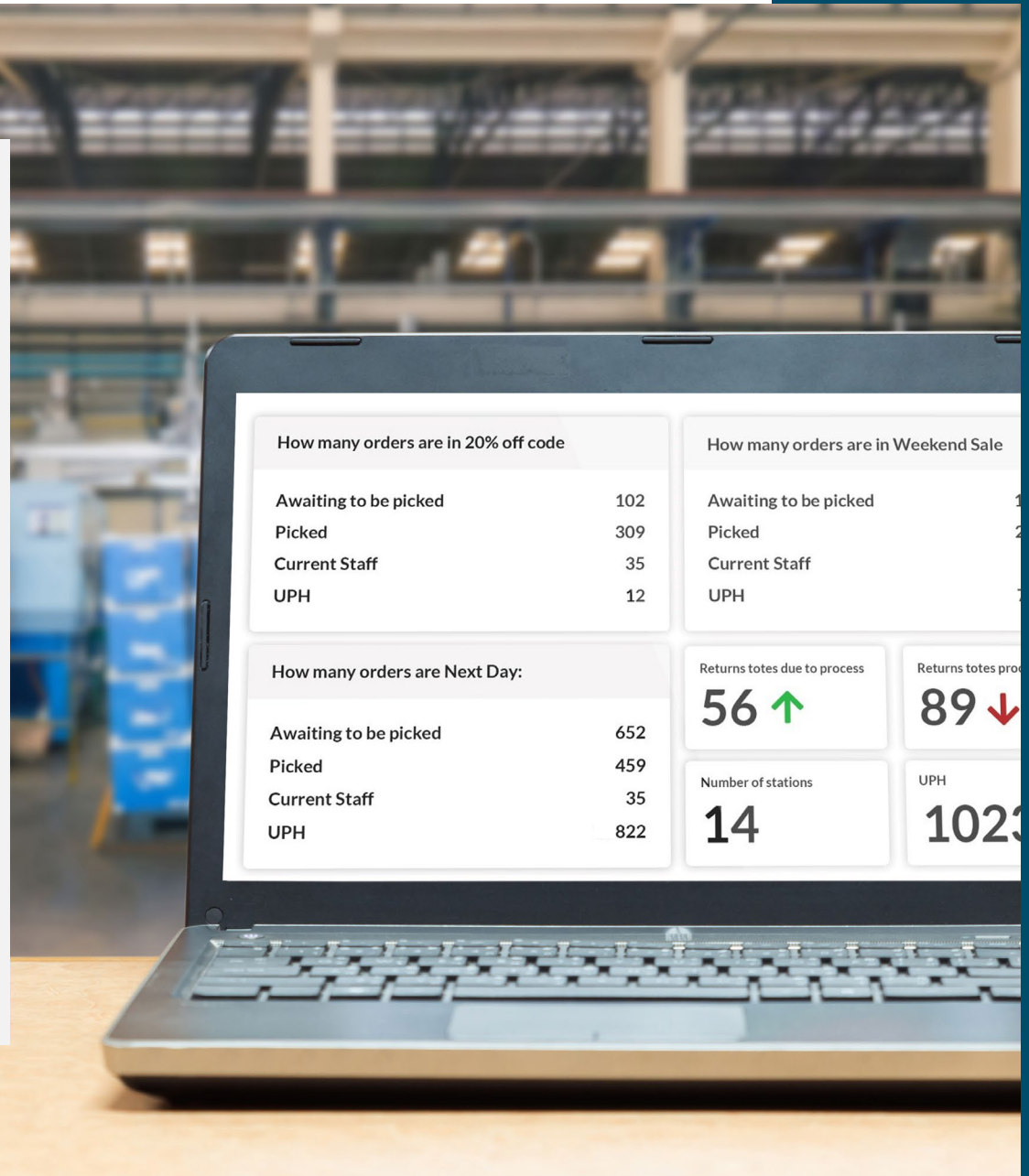
ventor.tech
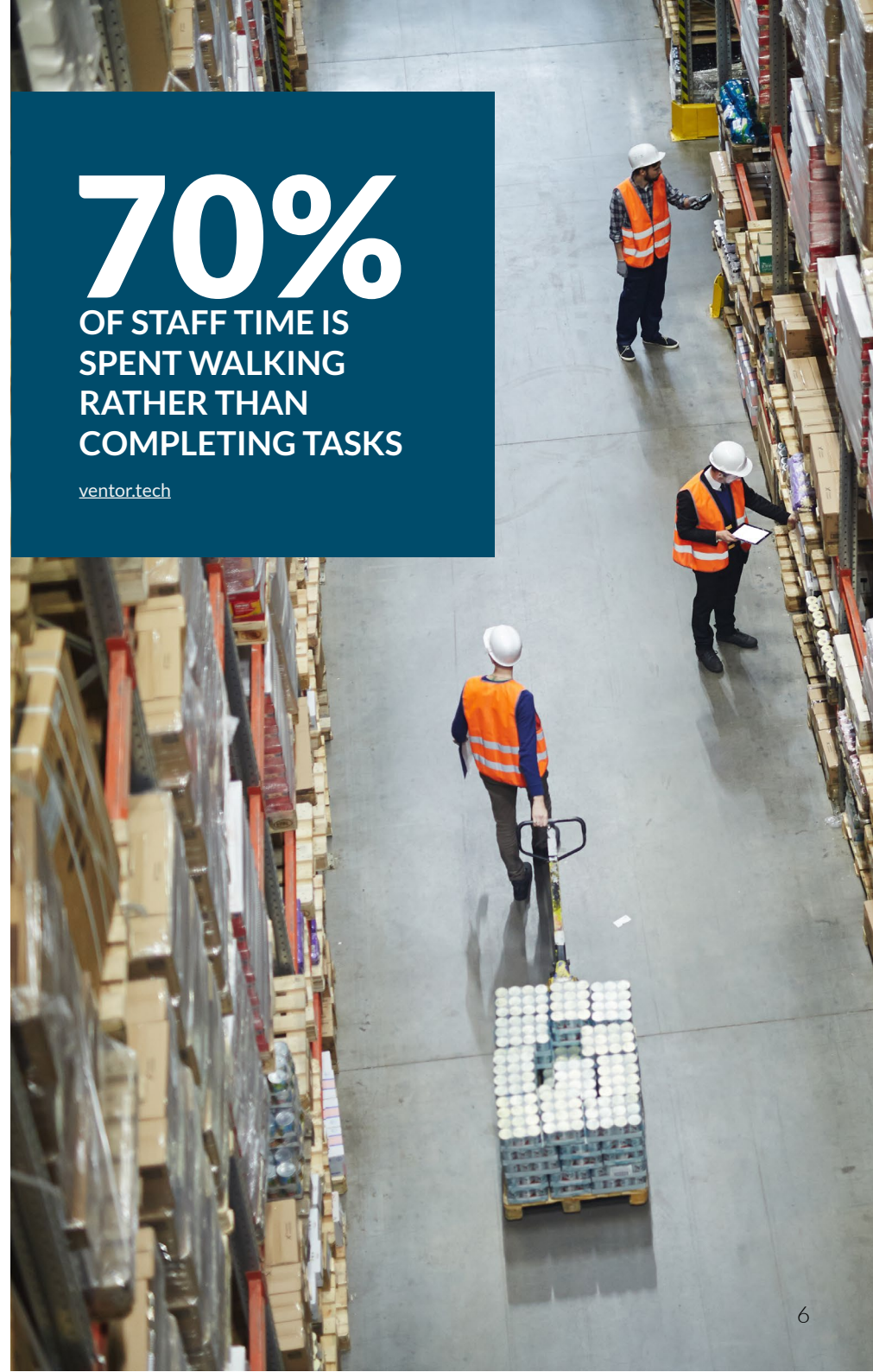
Monitor progress to elevate warehouse productivity

Once the structure and layout of your warehouse is optimised as much as possible, focus can then turn to getting the most from your staff. By using tools to monitor picker performance and record average pick times, you can set, display and track efficiency for groups or individuals.

When you have an idea of your average travel time between picks, software can be used for picking countdown timers so staff are actively aware of the time they should be spending on each task.

By maximising picking productivity you can help drive customer service levels whilst also keeping overtime and staffing costs under control.

How many orders are in 20% off code	
Awaiting to be picked	102
Picked	309
Current Staff	35
UPH	12

How many orders are in Weekend Sale	
Awaiting to be picked	
Picked	
Current Staff	
UPH	

How many orders are Next Day:	
Awaiting to be picked	652
Picked	459
Current Staff	35
UPH	822

Returns totes due to process
56 ↑

Returns totes pro
89 ↓

Number of stations
14

UPH
1023

CUSTOMER SERVICE

Improved customer retention = improved profitability

As well as improving the way you do business, a purpose-built customer relationship management tool has the potential to improve profitability and keep customers coming back:

Chase the right business

By integrating your customer data into a centralised platform, your sales team can spend more time nurturing quality leads and securing opportunities.

Optimise your allocation

Get an immediate overview of your sales process to see if you're being productive or just keeping busy.

Stop wasting time

Manually collating data is a huge waste of sales time. With the help of automation, the only thing you have to think about is implementation and improving revenue.

5% INCREASE IN CUSTOMER RETENTION CAN IMPROVE PROFITABILITY BY UP TO **75%**

superoffice

ORDERWISE®

WISE TALKS

OPTIMISING THE CUSTOMER EXPERIENCE

CRM, RFMA & CUSTOMER ALERTS

WATCH NOW ▶

ACCOUNTS

Regain time with automated invoicing

When it comes to invoicing, each of your customers may have their own preference. You may be invoicing as and when goods are shipped, or billing them at the end of every month - all in different formats. With invoices all being handled differently, businesses often run into problems with administration and financial reporting.

If financials are managed through a holding or parent company, having invoices manually created at various times throughout the month may cause reports to become skewed if the information isn't obtained in time.

With automated invoicing, businesses are able to fully automate invoice posting over to their ERP accounts module or utilise one-click posting to popular accounts systems like Sage or QuickBooks. By having invoices and credits automatically emailed based on the customer's preferred invoicing frequency, the time businesses spend dealing with invoices manually is close to eliminated.

Stop losing money on late payments

It might seem tempting to leave credit control processes to be done on an ad hoc basis. But non-payment and late payments are costing the UK economy billions each year.

Late payments equate to a lot of stress, a hit on income, and the potential for some serious instability with cash flow. And whilst late payments won't be unusual for most business owners, tackling these issues on top of economic struggles is more than most will be able to handle.

Among the stress and financial loss of late payments, businesses must also tackle the time-consuming admin that goes into dealing with late payments.

But where to start…?

IN 2022, DATA GATHERED BY BARCLAYS FOUND FOR MEDIUM SIZED ENTERPRISES WITH 50 TO 249 STAFF, MORE THAN

9 IN 10 ARE WAITING ON LATE PAYMENTS

Barclays

Taking control of your credit

When managing this process, it's critical you have a system that's doing the heavy lifting for you. That means knowing what needs to be said, at what time, and to who.

1. What needs to be said?

Constructing letters to your customers should be as fast and painless as possible. That's why pre-drafted chase letter templates are a critical part of keeping communications clear, consistent and quick!

2. When is the best time to say it?

Once your templates are in place, it's critical they're going out at the right time. Different customers will require a variety of approaches based on different factors. This might be how overdue the payment is or how frequently they're late with payments.

3. Who are you saying it to?

As well as knowing when to chase for payments, you must know who you're chasing to begin with. It's important to put your messaging in context of your broader client relationship and recognise any significant details.

ORDERWISE®

WISE TALKS

TAKING CONTROL OF YOUR CREDIT

ORDERWISE ADVANCED CREDIT CONTROL

WATCH NOW ▶

With Advanced Credit Control, letters and emails are generated automatically, with specific tones assigned for particular customers. An integration with your CRM also means activities can be generated to organise any manual intervention, and relationships can be effectively nurtured.

Stop credit problems before they start

Once you've got a system in place for effectively dealing with late payments, your next priority should be putting measures in place to prevent reaching that stage in the first place. These late payments force many businesses to focus on day-to-day activities rather than their longer-term plans for growth and expansion.

As we see far too often, most cycles of chasing up a client begin when payments are late, incomplete, or wrong. To stay ahead of the problem, before credit limits are surpassed, it's important to know what's coming. Sending reminder letters and emails about payment schedules helps to build a good core client relationship. It also establishes you as a serious partner who values the services and products you provide.

With automated credit control, chase cycles can be started automatically, well before credit terms are even breached. This also gives businesses clear visibility of where their money might be hiding. From here, workflows can be actioned with a softer touch to remind customers that an upcoming payment is due.

30%
OF BUSINESSES INDICATED LATE PAYMENT HAD LINKS TO MAJOR REDUNDANCIES.

cpa

TRANSPORT & DELIVERY

The modern consumer wants it all. Fast delivery, free delivery, and product availability. To keep up with demand, your business must find a way to deliver timely service while keeping costs low.

Accurately calculate delivery fees

With so many factors to consider, such as the cost of fuel and driver salaries, manually totalling costs for each order can be both time-consuming and prone to error.

Charge too little and businesses can set themselves up for a loss, charge too much and customers may be put off by the excessive cost of delivery.

Ensuring your business has access to a fast and organised method of managing fulfilment and logistics through their own fleet of vehicles is critical. With the right tool, users can record and edit both vehicle and driver properties, assign tasks, schedule their weekly runs, plan routes, manage returns collections and split deliveries.

FREE DELIVERY
CAN REDUCE CART ABANDONMENT ON ECOMMERCE STORES BY **18%**

nosto

Get the price of delivery right

Once driver and vehicle costs have been assigned, your business can view the calculated costings against any planned runs. This should include an estimated cost per delivery, which can also be automatically sent back to any corresponding deliveries and sales orders.

Businesses using this method to manage their fleet of vehicles ensure the cost of each delivery run is then always calculated correctly. By automatically calculating delivery costs and applying these to each order, businesses are able to maintain their profitability whilst keeping customers happy.

Methods of rate calculation can work on a per run basis, with the hourly rate using the estimated travel time provided by Google for greater accuracy. Against delivery vehicles, fuel costs per mile can also be applied, with this rate simply multiplied by the route's estimated mileage.

Driver hourly or flat rate

Truck hourly or flat rate

Cost per mile

Discovery the power of a transport management system >

WHAT'S NEXT?

Navigating a turbulent economy isn't just about navigating poor economic growth. It's often accompanied by several other characteristics - labour shortages, rising costs, global supply chain issues and a reluctance to invest. But the reality is, sometimes you have to spend money, to save money, and save business.

Investments during hard economic times might seem counter intuitive, but there's clear evidence to suggest that businesses who invest in the right technology during downturns achieve better ROI on their investment and emerge stronger, more stable and with greater visibility.

Interested in discovering the solution built for success and stability?

DISCOVER ORDERWISE ERP

ORDERWISE®

REALISE THE POTENTIAL OF YOUR ENTERPRISE
Unleash the power of leading stock-centric ERP technology proven for wholesale, distribution and multi-channel retail

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