

### Company Profile

**Total Biz Fulfillment**, Grantsville, MD  
www.totalbizfulfillment.com

**Industry:** Fulfillment Services

**Varsity Products:** ShipSoft-Parcel™, ShipSoft-Freight™

**Shipping Volume:** 1,800 parcels per day (500 via small carrier)

**Number of Shipping Locations:** One

**Carriers:** FedEx, UPS, USPS

**ERP:** Assist Cornerstone

**"Relying on a homegrown or carrier supplied system that requires employees to re-key addresses leads to too many errors. Varsity is accurate every time."**

*—Greg Wilburn, MIS Manager*

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## Total Biz Fulfillment Relies on Varsity in the Pursuit of 100 Percent Shipping Accuracy

Operating from a 128,000 square foot facility in Maryland, Total Biz Fulfillment provides comprehensive fulfillment services to domestic and international manufacturers in a variety of industries. The company ships to merchants such as Wal-Mart, Target, Kohl's, and Toys "R" Us. Supporting these clients requires Total Biz Fulfillment to ship over 1,800 parcels per day—500 via small carrier—and strive for their goal of 100 percent accuracy, backed by a 100 percent service guarantee.

To achieve these exceptional service goals, Total Biz Fulfillment relies on IBM iSeries-based ERP software from Assist Cornerstone Technologies and Varsity's ShipSoft shipping software.

Installed in 1998, Total Biz Fulfillment's state-of-the-art order fulfillment system replaced homegrown shipping software that contributed to inefficient order fulfillment processes and required a disproportionate level of technical resources to maintain compliance with carrier rates and regulations.

The key to delivering efficient order processing is seamless integration between their Assist Cornerstone ERP system and Varsity ShipSoft. Varsity's flexible software design enabled Total Biz Fulfillment to successfully build their own interface between the two systems. Greg Wilburn, MIS Manager, notes, "We looked at competitive products, but we selected Varsity for their ease of integration."

Seamless integration allows Total Biz Fulfillment to accurately handle a higher volume of packages with fewer people. "Relying on a homegrown or carrier supplied system that requires employees to re-key addresses leads to too many errors," says Wilburn. "Varsity is accurate every time."

The company's shipping processes take advantage of the latest advancements in warehouse technology and are designed for maximum productivity, accuracy, and support of rapid company growth.

Order pickers in the warehouse wear radio frequency (RF) devices that record each item as they select and pack it. Each box is marked with a bar code that, when scanned by the order picker, is electronically linked to the unique order number. As items are picked and packed, the box contents are verified against the order so that discrepancies can be corrected at the picking location. When the package arrives at the shipping station, there is minimal interaction. The shipper simply scans the bar code on the box, scans the weight from the scale, and applies the printed shipping label. No data entry is required because Varsity works seamlessly in the background.

Not only is data entry eliminated, but boxes can be processed for shipping in any order. Varsity accounts for each box of an order and prints the label upon scanning the box. When the order is complete, Varsity immediately returns the freight costs into the Assist Cornerstone ERP where it is then added to the invoice.

Every label printed by Varsity contains the most current carrier rates and regulations, eliminating the compliance maintenance nightmare Total Biz Fulfillment had with their homegrown software. "I used to worry constantly about keeping up with regulations and rate changes," notes Wilburn. "With Varsity, I no longer worry. We receive a CD of the latest rate changes on a Friday, pop it in our iSeries, and on Monday we are shipping with the new rates. It is that simple."

"We guarantee our customers a high level of accuracy," concludes Wilburn. "Varsity enables us to ship our customers' orders right the first time, every time."