

Case Study

ShipNetwork Automates Invoicing with 3PL Billing Automation Solution for Microsoft Dynamics 365™

The Challenge

ShipNetwork was utilizing an older ERP for its third-party logistics (3PL) billing and customer invoicing. It required hundreds of hours and multiple teams to manually create thousands of invoices, capture hundreds of thousands of billable activities per billing cycle and close each billing cycle across 10 total warehouses. Exception handling for billing cycles had to be done manually through extracting and reconciling data in Excel. All billable activities required tedious, time consuming, and unscalable manual work.

Scaling rapidly and outgrowing their ecosystem of applications, ShipNetwork needed a modern enterprise resource planning (ERP) system to manage customer support, 3PL order fulfillment, and high volume 3PL invoicing. In search of a 3PL ERP platform and a team with extensive Microsoft Dynamics Finance and logistics expertise, ShipNetwork selected Avantiico, a southern California based Microsoft Partner.

The Solution

Avantiico and ShipNetwork began working towards replacing their outgrown systems and move all third-party applications to the new Microsoft cloud ecosystem. During the implementation process, the project teams identified additional opportunities to automate workflows across 3PL billing, operations and customer service.

Understanding the most unique workflows, Avantiico designed additional 3PL billing automation features to remove manual processes. An additional important requirement: make the solution warehouse management system (WMS) agnostic, therefore scalable for growth.

After successfully bringing the Microsoft Dynamics 365 F&SCM 3PL Automation Cloud live, the ShipNetwork team quickly began experiencing the company wide automation benefits.

SHIPNETWORK

ShipNetwork is a US 3PL leader in ecommerce order fulfillment and freight brokerage, with a nationwide network of fulfillment centers allows leading ecommerce retailers to reduce shipping costs, improve order accuracy, decrease shipping times, and increase customer satisfaction.

ShipNetwork's state-of-the-art technology and cloud-based fulfillment platforms fully integrate with major ecommerce platforms including Shopify, Amazon, Magento, Walmart Marketplace and eBay.

Headquarters: Henderson, NV
US Warehouses: 10
Employees: 450

Microsoft Solutions Deployed

- Microsoft Dynamics 365 F&SCM
- Avantiico 3PL Automation Cloud for Microsoft Dynamics 365 F&SCM
- Microsoft Dynamics 365 CS
- Microsoft Azure

“With Avantiico’s 3PL Automation Solution for Dynamics 365 Finance and Supply Chain Management, we automatically process hundreds of thousands of billable activities from our warehouse system without leaning on manual labor. Automating the process across 10 warehouses helped us free up significant resources and get our invoicing done within a single business day.”

Sheri Nikishin,
Sr. Solutions Manager

ShipNetwork Automates Invoicing with 3PL Billing Automation Solution

Team members no longer needed to reconcile millions of lines of data in Excel from multiple systems or cross-reference warehouse data.

Today 3PL billing and operational tasks are automated and streamlined across 10 warehouses within Microsoft Dynamics 365 Finance and Supply Chain. For ShipNetwork, the Microsoft 3PL ISV solution applies contract terms and complex rate matrices to billable activities resulting in accurate billing regardless of WMS system used.

From capturing customer credit card fees to collecting and billing 3PL customers automatically, ShipNetwork is experiencing improved cashflow, significant time savings with all integrations to their warehouses running smoothly and seamlessly.

The addition of a modern ShipNetwork customer portal building on Microsoft Dynamics 365 Customer Service provides an improved 3PL customer experience with enhanced sales and service capabilities for clients and teams. The Avantiico 3PL Customer Portal provides a convenient collaboration and self-service platform for 3PL clients.

Today, ShipNetwork customers and teams download invoices, collaborate around memos, and teams can provide timely support all in one place. The combination of Microsoft Dynamics 365 Finance, the 3PL Customer Portal and the 3PL Billing Automation Solution provides ShipNetwork with a platform that offers automation, enhanced functionality, and modern customer service capabilities.

The Results

Invoicing reduced to 1 day (from 20-25 days): What used to take several full-time employees 3 to 4 weeks of manual, tedious, and error-prone processes to close month-end for 3PL invoicing is now reduced to just 1 day, leading to impressive cashflow improvements as well.

Scaling with automation: Processing millions of billable activities per month with automating the entire 3PL billing and invoicing processes, ShipNetwork is now seamlessly processing millions of billable activities per month, without any manual work.

Creating new revenue streams: Due to the data volumes, ShipNetwork was previously providing valuable services without always having the ability to charge clients for a specific 3PL service.

The Future

Avantiico is continuing to support ShipNetwork, offering Managed Services to ensure their team's success in Microsoft Dynamics 365 Finance and Supply Chain Management. The ShipNetwork team is proactively staying ahead with Microsoft updates, roadmaps, and One Version updates with the Managed Services Team at Avantiico.

“ The integrated Microsoft Dynamics 365 Finance and 3PL software has brought innovation to the way we do business and allowed us to identify new revenue streams in our 3PL business, all without adding headcount.”

Sarah Fisher

Avantiico is a Microsoft Partner specializing in automation and delivering integrated Microsoft Cloud Solutions for Sales, Customer Service, Finance, and Supply Chain. The 3PL Billing Automation Solution elevates fulfillment and supply chain enterprises with a seamless billing and warehouse management D365 extension. Advanced Multi-Company Solution enhances accounting productivity and accuracy for all multiple legal entity organizations regardless of industry. All Avantiico ISV solutions are natively built on the Microsoft Cloud architecture and made for Microsoft Dynamics 365®.

INTERNATIONAL EXPERIENCE IN MORE THAN 20 COUNTRIES



Avantiico also provides expert guidance globally for SMBs and Enterprises in their software selection process, readiness, implementation, and Managed Services for ongoing support and user adoption.

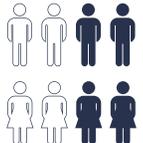
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Industry Track Record



104,000+  USERS ACROSS MICROSOFT PRODUCT STREAMS

The text "104,000+" is in orange, and "USERS ACROSS MICROSOFT PRODUCT STREAMS" is in black. To the right are eight stylized human icons in black and white, arranged in two rows of four.