



Dorner Manufacturing Corporation

Dorner Manufacturing Streamlines Shipping Activities with AgileShip Manifest and Epicor ERP Solutions

Company Facts

- Location: Hartland, Wisconsin
- Industry: Conveyor and Conveying Systems
- Number of Locations: 1
- Web site: www.dornerconveyors.com



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Dave Leannah, IT director | Dorner Manufacturing

Founded in 1965 and based in Hartland, Wisconsin, Dorner Manufacturing Corporation is a privately held world leader in the design, application, manufacture, and integration of conveyors and conveying systems for the industrial and sanitary markets. Moving everything from machine parts to raw food products, Dorner provides the broadest range of unit handling conveyors in the world. Companies from more than 1,200 different industries around the globe turn to Dorner to achieve improved efficiency, productivity, and a positive return on investment (ROI).

To support their commitment to delivering the right product to the right customer at the right time, Dorner relies on AgileShip Manifest for Epicor enterprise resource planning (ERP) solutions for all of their global shipping needs.

Efficient and Cost-Effective Shipping

Seamlessly integrated with Epicor ERP solutions, AgileShip Manifest is an enterprise shipping management solution that automatically rates, labels and generates documents for domestic and international shipments for mail, parcel, LTL and truckload carriers.

Success Highlights

Challenges and Opportunities

- To support Dorner's commitment to delivering the right product to the right customer at the right time, the company relies on AgileShip Manifest for Epicor enterprise resource planning (ERP) solutions for all of their global shipping needs

Epicor Solution and Services

- AgileShip Manifest for Epicor ERP solutions

Benefits

- Supports efficient and cost-effective domestic and international shipping
- Improves efficiencies via automated shipping processes
- Ensures accurate, consistent and managed processes to meet Sarbanes Oxley, Department of Transportation, US Customs, and vendor compliance requirements
- Automated processes that generate proper documentation and determines shipping rates

From a single platform, AgileShip Manifest delivers the right information at the right time to the right people so they can make timely and cost-effective transportation decisions quickly and execute flawlessly.

Over the last two years, Dorner managed more than 60,000 shipments, delivering conveyors and parts to more than 39 different countries. AgileShip Manifest helps protect Dorner's bottom line with automated processes that generate proper documentation and determines shipping rates and rules so Dorner can deliver their products all over the world efficiently and cost-effectively.

Plus, shipments no longer get stopped at the border. AgileShip Manifest reduces the risk of penalties and disruptions by ensuring accurate, consistent and managed processes to meet Sarbanes Oxley, Department of Transportation, US Customs, and vendor compliance requirements.

Said Dave Leannah, Dorner's IT director, "The ease of making it through customs the first time is really important. AgileShip Manifest gives us the correct documentation so we can clear customs without delays or fines. This saves time and money, and guarantees timely delivery to our customers."

He added, "On-time delivery is really important to the overall quality of the customer experience. AgileShip Manifest keeps us competitive in today's global economy by ensuring consistent quality." If a customer has a preferred carrier, Dorner can accommodate that too.

Improved Visibility at the Shipping Dock

Dorner is a cell-based, lean manufacturer that builds every conveyor to order, which requires them to package and build their conveyors in different areas of the plant. Leannah explained, "Everything comes together at the shipping dock where our supervisor says 'ship it' and

AgileShip Manifest instantly generates the correct paperwork for the country destination and freight carrier so we don't have to worry about compliance or shipping rules."

In addition, Dorner utilizes AgileShip Manifest's Phantom Pack feature which provides the ability to multiple case pack all items on an order for quick and efficient pack processing. The Pack ID allows Dorner to track and trace all contents, enabling complete visibility and control over shipments.

Ease of Shipping Anywhere and with Anyone

Shipping rates and rules change all the time, by design AgileShip Manifest automates these changes and keeps the system up-to-date.

In Dorner's experience, one of the most difficult places to ship to is Puerto Rico due to its complicated import taxation policies. In the freight industry there are fourteen standard INCO terms, but Puerto Rico has an additional non-standard term with carrier UPS® that was unknown to Dorner to account for the taxation issues. AgileShip Manifest found the discrepancy ahead of time and helped Dorner resolve the problem immediately so the shipment could go through without delay or error. Now Dorner ships to Puerto Rico regularly with no problems.

AgileShip Manifest automates domestic and international processing for UPS, FedEx, DHL, USPS, LTL and other carriers across multiple locations. "Different freight carriers have different reporting requirements and different label formats. Moreover, shipping rules, especially in foreign countries, are constantly changing. AgileShip Manifest stays on top of all of this for us, making sure the right documents are produced and summarized correctly to avoid shipment delays or rejections," Leannah added.



Service-Oriented Architecture for Seamless Customizations

Like Epicor ERP, AgileShip Manifest is built on a service-oriented architecture (SOA) so the solution is able to easily support Dorner's customization requirements. For example, to further streamline processes, Dorner modified the solution to auto-generate harmonized tariff codes (HTC) to reduce compliance risks and costs.

"The flexibility of AgileShip Manifest made the solution easy to customize ensuring our unique shipping requirements were immediately implemented into the system," said Leannah.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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