



Company Profile

OKI Bering, Cincinnati, Ohio
www.oki-bering.com

Industry: Wholesaler – Industrial Supplies

Varsity Products: ShipSoft-Parcel, ShipPack, HAZMAT, VICs Bill of Lading

Shipping Volume: 2,800 parcels per day

Number of Shipping Locations: Fourteen

Interfaces: Interactive Business Systems, (IBS)

“Varsity behaves as if they want to be a partner rather than a vendor, and that attitude makes a world of difference.”

—Kim Mahoney, Director, Information Systems

OKI Bering Achieves Shipping Reliability with Varsity and IBS

OKI Bering is a worldwide wholesaler of over 48,000 welding, safety and industrial items supplied by more than 200 manufacturers. Shipments average 2,800 parcels a day shipped through fourteen North American distribution centers. In spite of their shipping complexity and volume, OKI Bering ships 98% of orders complete the same or next day. With this standard to maintain, shipping dependability is of utmost importance.

Shipping reliability is so important to OKI Bering that it was the impetus behind the replacement of the company’s existing iSeries shipping system. According to Fred Becker, Operations Manager, “Our company revolves around service, If we can’t service our customers, we risk losing them.”

In searching for a replacement shipping system, OKI Bering wanted a vendor with the reputation, product depth and reliability to support their needs. Five of the company’s locations had HAZMAT requirements and six had special freight charge requirements for a key partner customer. They also required seamless and rapid integration to their IBS ERP system. Lastly, they needed a vendor with the consulting expertise to bring multiple locations live at once.

Varsity was able to address all product requirements and fulfill OKI Bering’s ambitious goal of same day deployment at the company’s fourteen distribution sites. Working to a tightly managed six week implementation schedule, OKI Bering went live with Varsity’s ShipSoft, ShipPack, HAZMAT, VICs Bill of Lading and a seamless integration to their upgraded IBS ERP system.

Becker credits Varsity's professional services team for their deployment success. "I cannot impress enough the importance of support, especially with multiple shipping locations. Varsity's product reliability, 24-hour customer service, partnership attitude and top-notch professional services team were behind our success."

Thanks to Varsity, OKI Bering has achieved seamless integration with their IBS ERP system. Orders are received from customers via EDI, manual entry or through their electronic customer partnership network. Once transmitted to IBS, regional managers release pick tickets for fulfillment. All orders are transmitted to ShipSoft where each is automatically checked for account numbers, LTL, HAZMAT, and additional handling charges. Shipping labels are printed, and at the end of the day the company manifests to the carrier. Shipment data fields including tracking numbers and freight, HAZMAT and additional handling charges are returned from ShipSoft to IBS.

Since deploying Varsity's software, OKI Bering has eliminated the expense of maintaining separate carrier systems for different shipping requirements. They have increased efficiencies with the electronic preparation of VICS Bills of Lading and automated assessment of additional handling and oversize fees. In addition, the company now realizes 100% shipping accuracy for improved customer service.

The greatest benefit however, notes Becker, is peace of mind. "We are confident that shipments will be accurate and on time, that problems will be resolved to our satisfaction, and that we can continue to provide the customer service our customers expect. The peace of mind provided by Varsity is priceless."

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