ORDER PICKING & PACKING – AS-IS

IMS

- Order Released for Fulfillment
- Generate Pick List
- Local Buffer → Delayed inventory updates → overselling risk
- Store Pick Data Locally (Pending Sync)
- Update QOH & ATP
- Inventory Update Complete

MapleDash

Warehouse Associate (Picker)

- Retrieve Pick List
- Scan Location Barcode
- Scan Item & Enter Qty
- Shortage?
  - No → Pick Item → Move Items to Packing
  - Yes → Shortage Logged (Replenishment Triggered)
- Shortages only discovered during picking → slows operations

Warehouse Associate (Packer)

- Packing errors due to incorrect picks
- Review Items
- Pack & Label
- Order Ready for Shipment
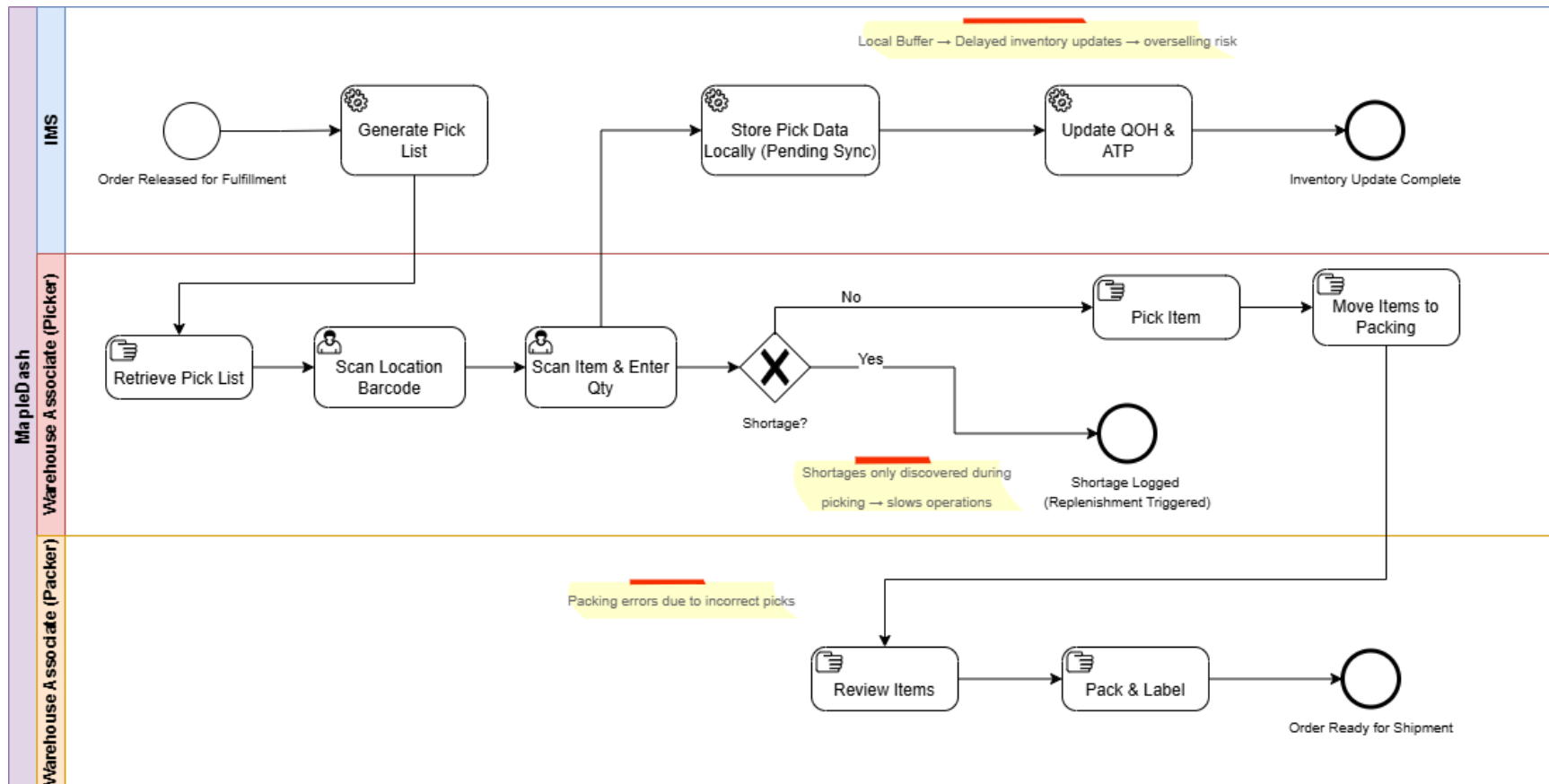
AS-IS Picking challenges

- Picking begins without real-time ATP validation
- Shortages detected mid-pick
- Delayed Inventory update

Bottlenecks

- Picking begins without real-time ATP validation
- Shortages detected mid-pick
- Delayed Inventory update
- Manual exception handling
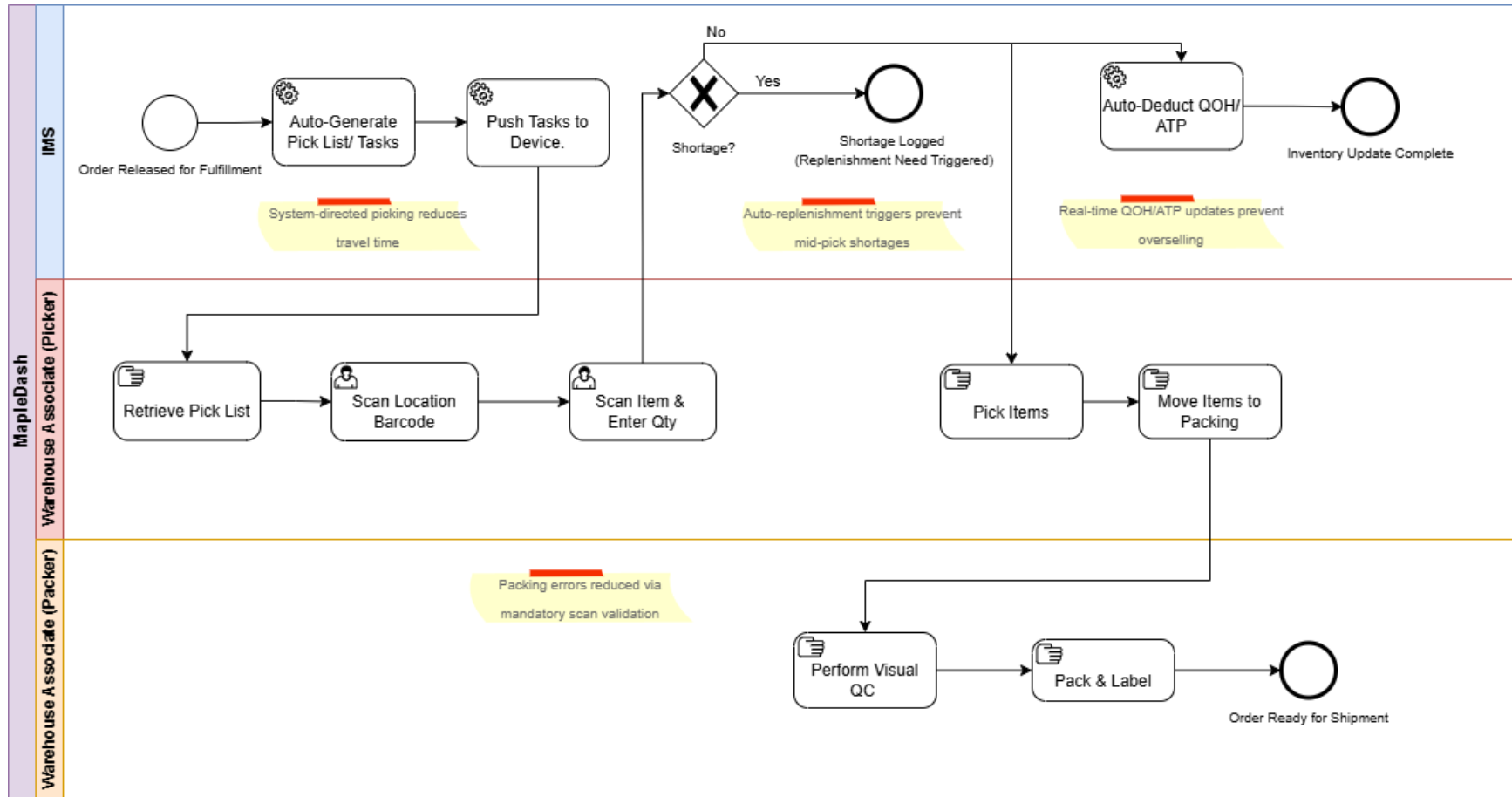- Packing errors from upstream inaccuracies

Business Impact

- Order delays
- Replenishment chaos
- Customer dissatisfaction

KPIs affected

- % SKUs Oversold (ATP < 0)
- On-Time Delivery %
- Total Orders fulfilled late or partially
- Total Revenue (indirect via cancellations)

ORDER PICKING & PACKING – TO-BE

IMS

Order Released for Fulfillment

Auto-Generate Pick List/ Tasks

Push Tasks to Device.

System-directed picking reduces travel time

Shortage?

No

Yes

Shortage Logged (Replenishment Need Triggered)

Auto-replenishment triggers prevent mid-pick shortages

Auto-Deduct QOH/ ATP

Inventory Update Complete

Real-time QOH/ATP updates prevent overselling

MapleDash

Warehouse Associate (Picker)

Retrieve Pick List

Scan Location Barcode

Scan Item & Enter Qty

Pick Items

Move Items to Packing

Warehouse Associate (Packer)

Packing errors reduced via mandatory scan validation

Perform Visual QC

Pack & Label

Order Ready for Shipment

What This Process Becomes

Picking becomes system-directed with real-time validation.

Enhancements

- System-directed picking
- Real-time ATP validation
- Single inventory deduction point

Benefits

- Fewer shortages
- Faster fulfillment
- Reliable customer commitments

KPIs improved

- Lower % SKUs Oversold (ATP < 0)
- Improved On-Time Delivery %
- Stabilized Total Orders fulfillment
- Protected Total Revenue