



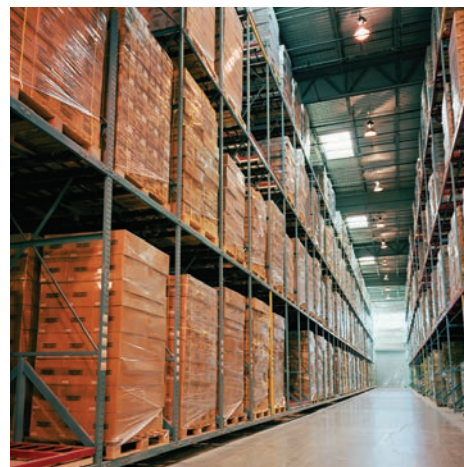
Service Is Key for Wales Darby in Choosing the Perfect Shipping Solution

Wales Darby provides mechanical and plumbing contractors and wholesale distributors with products and systems from more than 15 top manufacturers of heating, venting and air conditioning (HVAC) units and supplies. With annual sales of more than \$50 million, they're a leading HVAC equipment and parts supplier in New York and New Jersey. And their services go beyond just being a supplier — they also assist in the planning and implementation of large HVAC installations. Larger projects include skyscrapers and professional sports stadiums.

One solution stands out

In 2006, Wales Darby decided it was time to automate their warehouse and shipping functions. At the time, they were using a completely manual, paper-driven shipping system. It was nearly impossible to track orders and shipments reliably.

Vince Mannino, IT manager at Wales Darby, called on a local consulting company to suggest potential solutions to automate their warehouse and shipping. "We chose a package deal with Sage 500 ERP* for our enterprise resource planning (ERP) and DCWarehouse® Automation from DCSC Inc., a FedEx Compatible provider, for our shipping and warehouse solution. We went with DCSC because they were totally integrated with ERP. Many of the other solutions available at the time were stand-alone and not integrated. You still had to feed the data into the system," says Mannino. "DCWarehouse Automation is completely spider-webbed into the ERP."



"DCWarehouse Automation helps me do it all: my picking, my packing, my receiving, my purchasing, my shipping. It prints out the shipping label. Then I can track package status, which is also integrated into the system."

*Vince Mannino
Wales Darby IT Manager*

Simplified shipping and reliable inventory

Wales Darby was using another shipping provider exclusively for ground shipments before switching over to DCWarehouse and 500 ERP. Mannino was responsible for bringing in FedEx at the same time they automated shipping and warehouse functions. "The competitor's service was lacking. We switched to FedEx because of the driver and the service," says Mannino. "We're very happy with the service FedEx provides."

Since their territory is large in terms of customers but small in geographic area, Wales Darby primarily uses FedEx Ground. With nearly 300 packages a day going out at peak periods, DCWarehouse Automation helps keep things running smoothly. "DCWarehouse Automation helps me do it all: my picking, my packing, my receiving, my purchasing, my shipping. It prints out the shipping label. Then I can track package status, which is also integrated into the system," says Mannino.

The positive results from the implementation were obvious immediately. "I went from doing a yearly inventory where I lost thousands of dollars to doing quarterly inventories where I'm off by five dollars," said Mannino. Using a handheld device, one Wales Darby employee can do a cycle count every six weeks, keeping inventory accurate. Shipping has sped up; the sales staff is happy with delivery services they can rely on; and Mannino knows he can tell customers exactly what was shipped where, and when and how.

Building a partnership for the future

Starting with implementation and continuing over the past six years, Wales Darby and DCSC have developed a working partnership that helps keep both organizations at the top of their game.

"We host training in St. Louis every year where customers can learn the latest features," says Kirsten Austin, business relations manager at DCSC. "We value the input companies like Wales Darby can offer for the next version of DCWarehouse Automation."

As new features and capabilities are introduced, Wales Darby will continue to benefit from working closely with their FedEx Compatible provider.



Your criteria. Your solution.

FedEx Compatible helps you choose a single third-party system with FedEx shipping functionality integrated into it. You eliminate the inefficiencies of maintaining separate systems for different carriers, minimize the cost and time required for employee training by focusing on a single system, and evaluate shipping options and rating information for FedEx and other featured carriers from a single touch-point. Go to fedex.com/us/compatible to learn more about the program and to request that a FedEx Compatible provider(s) call you today.

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