



## Major Association Cuts Literature Fulfillment Turnaround From Days To Under 24 Hours

***Kuehne + Nagel reduces average order turnaround from 3 to 7 days***

### SITUATION

A professional organization with more than 328,000 members in public practice, industry, government and education, faced tremendous growth and had limited staff and space to handle their literature and product distribution.

The organization stored literature and other material at various printing houses and production sites – in addition to its own office space – and had virtually no inventory system. Customer orders were continuously on backlog and orders were shipped from three to seven days after receipt. The association, determining that it wanted to focus on producing quality material for members, evaluated third-party fulfillment houses and chose Kuehne + Nagel subsidiary USCO Logistics to handle its literature distribution.

### SOLUTION

Kuehne + Nagel stored approximately 1,250 SKUs of forms, books, software, video courses, manuals, exams and other literature. Kuehne + Nagel's Jersey City, N.J., multi-client warehouse gave the organization the flexibility to increase and decrease space, depending on its program requirements, and keeps its inventory just a short distance from the association's New York City and Jersey City offices.

Kuehne + Nagel ran a full pick-and-pack operation, handling approximately 800 orders per day. In addition, it collated and assembled various products that are sold as a single unit. The Jersey City facility handles product returns, including inspecting inbound product, restocking and entering it into the inventory system.

### RESULTS

Prior to working with Kuehne + Nagel, the average order turnaround was three to seven days. Kuehne + Nagel reduced it to "same-day" to 24 hours.

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