



CASE PARTS AND CONNECTSHIP: A TECHNOLOGY SUCCESS STORY

Case Parts Company – a commercial refrigeration parts distributor and light manufacturer – recognized the **power** of ConnectShip technology and appreciated the **flexibility** of the software for integration with their own custom-developed enterprise resource planning system.

While many companies turn to the network of solution providers that support ConnectShip Solutions, Case Parts enlisted the talents of their own team of innovators who created a highly customized and sophisticated software solution.

Len Russell, Technology Director for Case Parts and a former software developer for Disney® Imagineering and the Jet Propulsion Lab, spoke with ConnectShip about his experience integrating ConnectShip™ Warehouse into their ERP/Accounting system to achieve their shipping optimization goals.

Case Parts Company, a ConnectShip customer since 2005, understands that rules and rates in the shipping industry change frequently. For that reason, they know the importance of keeping their shipping software up to date. They rely on ConnectShip to stay on top of the details and provide the tools to easily maintain their solution over the long term.

Based in Los Angeles, Case Parts has a 19,000 square foot facility in St. Louis and an 8,000 square foot warehouse in Seattle. The company inventories more than 7,500 product SKUs and markets them through the distribution of their General Products Catalog that is recognized throughout the industry and is available on their website at www.caseparts.com.

Across the enterprise, they ship hundreds of packages a day, including shipments that require custom packaging and dimensional weight rating. Over ninety percent of their shipping is done through UPS®, making ConnectShip an ideal choice. And UPS Online XML services allow Case Parts to tightly integrate address validation/ classification and package tracking into their overall solution.

"I have been very impressed with the developer relations at ConnectShip. Our annual licensing subscription provides a broad level of quality support. From an integrator's prospective, their website contains the comprehensive news, documentation & tools required to design and maintain our solution. Their technical support team is superb – knowledgeable, friendly and responsive. And email notification of patches and upgrades helps us stay informed and current with UPS rates and ConnectShip technology."

Len Russell
Director of Technology
Case Parts

ConnectShip™ Warehouse provided Case Parts with:

A multi-location solution that seamlessly integrates with their customized Sage MAS 500® ERP/Accounting system

- The ability to write freight and tracking information to their accounting and sales systems and make the data available in real time to customer service reps and to customers on their website
- Access to a reporting database to provide package history information to the front office

A flexible platform to implement their business rules using industry-standard VBScript

- Free and reduced freight, bill recipient, handling fees, COD, sales tax calculation, multi-package shipping, and UPS Call Tag Service

A powerful platform to build on that provides

- Dimensional weight rating
- Generation of export documents for Canadian shipments
- A custom document component with the ability to create custom UPS shipping labels to display customer-specific information

Centralized Management and Real-time Integration

Inventory is housed in three locations integrated by a networked computer solution employing Microsoft Windows Server® 2003, Remote Desktop Services, SQL Server®, Internet Information Server and Exchange Server. ConnectShip™ Warehouse, based on ConnectShip's Prologistics™ server, allows them to centrally manage their distribution points. Each of the three remote warehouses has a ConnectShip™ Warehouse client shipping workstation with an electronic scale, bar code scanner, and thermal label printer. Real-time integration of the shipping status of any item is available across the three sites through the ERP system. Each office can see the others' orders and shipments as they are placed. One office can ship inventory out of another with a simple mouse click.

Software Development Provides Technological Leadership

Case Parts considers their technological leadership as one of many competitive advantages. "It is a key part of the challenge to fulfill customer orders quickly and accurately," says Len. Their comprehensive integrated solution seamlessly ties together their website, online catalog, ERP/Accounting, ConnectShip and UPS systems. "We view our investment in technology as a crucial factor in how we differentiate ourselves from our competition."

Case Parts and ConnectShip Today

Case Parts views ConnectShip as a key player on its distribution team. As both companies continue to evolve they look forward to an ongoing exchange of support and information. Case Parts Company is pleased to offer potential ConnectShip customers an opportunity to see first-hand the ease with which ConnectShip™ Warehouse can be integrated into a comprehensive solution.



ABOUT CONNECTSHIP

ConnectShip is a multi-carrier shipping software engineering firm and a wholly-owned subsidiary of UPS®. ConnectShip provides a powerful shipping engine for ERP, WMS, and TMS. Customers include 19 of the Fortune 100™ companies.

www.connectship.com



ABOUT CASE PARTS

Case Parts Company is a 35-year old commercial refrigeration parts distributor and light manufacturer based in Los Angeles. Case Parts distributes specialized parts for all major commercial refrigeration manufacturers.

www.caseparts.com



Company: Case Parts

Facilities: St. Louis, MO, Los Angeles, CA, and Seattle, WA

Platform: Microsoft SQL Server®

System: Sage MAS 500® ERP/Accounting

Shipping Technology Provider: ConnectShip™

Software: ConnectShip™ Warehouse with Prologistics™ technology

