

Products: LaserChamp and SerialMagic for Linux

Customer: snowboards-for-sale.com

Application: Inventory Control and Shipping

snowboards-for-sale.com is a leading online snowboarding shop. We provide an array of snowboarding products for sale in our online store, all of which are shipped from a centralized location. Over the past 5 years of operation, we have experienced tremendous growth. As our volume has grown, challenges have emerged in our business process. These are primarily inventory control and product identification at the time of fulfillment.

Our software is written 100% in-house, and is shaped entirely around our business model. We use Linux and open source technologies both on our desktops and on our servers to keep a competitive edge by reducing our IT costs. When we want to implement new business rules, or change our manner of doing business, we roll out new features in the matter of hours or days. This gives us a tremendous competitive edge over others who use 'canned' software packages.

We sell approximately 1000 unique products, many of which sell out quickly or have limited availability. It is important for us to keep tight controls over what we put up for sale online. Sometimes, our PO's do not match our actual inventory. So our first use of the LaserChamp is to scan all products as they enter our warehouse. As these products are received, we can obtain an exact count on our incoming goods, correlate that to a shipment from our vendor, and verify that these goods match our original PO. This allows us to contact our vendor quickly to resolve shipment discrepancies.

The second use is for getting actuals on our inventory. Gaps in the inventory can occur for many reasons. Returns and exchanges, which are not itemized correctly, damaged goods, goods that are lost or mis-categorized in the warehouse, or because of "bro-deals" where products "walk out" of the warehouse. With the LaserChamp Bluetooth barcode scanner, we can do a sweep of our inventory, and synchronize our count with what we show on our website.

As well, when we scan our goods, we tag them to a rack # so that we can quickly locate the product on our pick sheets during time of fulfillment. This takes us to our 3rd use for the LaserChamp Bluetooth barcode scanner, which is to do out-scanning. This verifies that the picked item matches the order. Verifying the product in this way reduces customer returns due to incorrect products being picked and shipped. As all products leave our warehouse, they are scanned. As the order is closed out, it requires an out-scan which does the actual decrementing from our inventory.

Using the LaserChamp we have streamlined our business process and greatly marginalized the impact of human error in all phases of the product cycle. We would like to thank Serialio.com in getting the system up and running on our Linux laptop systems. The LaserMagic bundle (LaserChamp Bluetooth barcode scanner hardware + SerialMagic software) has really stepped up for us and provided a great value for the price.

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President
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