

SOLUTION

Data Collection and Digitalization

INDUSTRY

Chemicals

RFID GREASES THE WHEELS FOR THE PERFECT ORDER

AUTOMOTIVE CHEMICALS FIRM TAKES CONTROL OF THIRD-PARTY SHIPPING

A global provider of premium automotive fluids relies on a third party to distribute its products to customers – in this case a luxury electric vehicle manufacturer. Due to system and process complexity, the vendor was struggling to meet customer standards for labelling and shipping. The risks were high – costly chargebacks and the potential loss of valuable business.

The company needed a solution that would make it easier to get orders right – and to verify shipments with hard and fast data. We designed an RFID-enabled data collection solution. From the initial application of labels to confirmation of shipment accuracy, the process is now streamlined and fully verifiable.



“The ACSIS technology helped us take control of a highly complex process and protect a valuable customer relationship. With RFID, we can be sure our distributor is getting orders right – and delivering exactly what the customer ordered...”

CHALLENGES

- Complex multi-system, multi-party process for labelling and shipping
- Limited visibility and control of third-party process
- Shipment verification across multiple complex systems
- High risk of error due to system complexity and manual processes
- Lack of reliable data to flag vendor issues and challenge chargebacks

SOLUTION

- RFID enabled Data Collection and Digitalization solution
- One integrated system to manage and verify labelling and shipping
- Automatic verification of order, label, and shipment accuracy
- End-to-end visibility into vendor performance
- Verifiable data to raise vendor issues and challenge customer chargebacks

BENEFITS

- Increased visibility and control of vendor performance
- Improved third-party risk management
- Fewer chargebacks and increased customer satisfaction
- Increased efficiency and productivity
- Trusted data trail to verify vendor accountability