

Removing Blockers to Order Management Efficiency



Founded in 1989 in Miami, FL, R&Y AC Compressors has 49 employees and operates a combined brick-and-mortar AC shop and an AC repair shop. As Executive Director Prosper Mamane explains, "We provide an aftermarket affordable solution for people to use in their vehicles outside of an OEM option." Summer is their peak season, and they can easily sell thousands of items daily.

"Having the orders organized and ready to go in the morning allows the people who are in charge of the floor more time to be more efficient in other areas. The guys that are handling the orders are getting more items done per day because they're getting the orders earlier."

Prosper Mamane
R&Y AC Compressors

Company Profile

R&Y AC Compressors

Descartes Solutions

Descartes Sellercloud™

About the Client

R&Y AC Compressors is a family business producing automotive AC compressors, condensers, and dryers, selling to retailers and regular consumers. Roughly 20 years ago, the company became involved in ecommerce, and today, it is a leading aftermarket supplier in the US.

For more information, please visit www.rycompressors.com

Quick Overview

Challenge

Vital Hours Lost to an Inefficient Process

Solution

A Centralized Place to Monitor and Organize All Orders

Results

- 3-5 Hours Saved Daily
- A Customized Solution
- Improved Order Fulfillment
- No More Manual Tasks

R&Y struggled to manage its high order volume, particularly during summer, when it would process 800 to 1,200 orders five days a week and 300 to 400 on Saturdays. Their days are exceptionally long, and every minute is vital. If R&Y doesn't get all orders shipped between 8 am and 7 pm, they must wait until tomorrow. By the end of the week, the number of orders being pushed to the next day would compound, and they would need to make changes to the store. The order management process was tedious, and hours would be lost before orders could be picked.

When Mamane discovered Descartes Sellercloud, he was looking for an ecommerce solution to manage all R&Y's orders in one place and automatically assign items to the right teams within his warehouse. The solution needed to be customizable, and Descartes Sellercloud was the perfect fit.

Implementing Descartes Sellercloud eradicated manual processes and saved R&Y a colossal amount of time. "There was no more doing anything by hand, no more preparing six different papers. Everything is automated," said Mamane. One of the most significant ways Descartes Sellercloud boosted R&Y's order management efficiency was by automatically organizing their daily orders every morning. "Having the orders organized and ready to go in the morning allows the people who are in charge of the floor more time," explained Mamane. R&Y's staff can start working immediately in the mornings and gain time in the afternoon to take on more business.

Descartes Sellercloud also makes it easier for R&Y to divide and conquer the workload by ensuring that orders are sent to the right teams. "You click team A, and only the stuff they're responsible for populates. I can give them that information, so I don't have to sift through 800 orders and assign that specific set of orders," said Mamane.

Results:



3-5 Hours Saved Daily

With an immense number of hours regained every week, R&Y can easily process an additional 200 to 300 orders a day, helping the company grow.



A Customized Solution

R&Y customized Descartes Sellercloud to the specific needs of their niche industry. They did not need to adapt their workflow to the solution.



Improved Order Fulfillment

R&Y no longer finds itself in the awkward position of pushing order fulfillment to the next day and orders compounding at the end of the week.



No More Manual Tasks

Descartes Sellercloud helped R&Y automatically organize orders every morning and divide them among teams, saving many hours of manual sorting.