

# NPFulfilment:

## Leading the Way with Innovative Technology and Strong Client Relationships

**T**he trend to receive products immediately and as inexpensively as possible seems to have no end in sight. Besides product availability and pricing, shipping costs can make or break an online sale. In order to meet customer demands, NPFulfilment, the leading Sydney-based order fulfilment company, continues to roadmap the implementation of an entirely automated warehouse to quite literally fulfil the leaping demand for speed and accuracy.

Established in 2002, NPFulfilment has earned, with its reliable services, an enviable reputation for being the leading-edge technology company in the order fulfilment space. NPFulfilment deploys the latest and most coherent technologies available to ensure same-day shipping accompanied by a hundred percent accurate delivery processes. The company's fulfilment platform, being built using robust algorithms and API technology, is designed to automate operations seamlessly.

### NPFulfilment's Highly Accurate Fulfilment Process

Automation starts at the moment orders are placed on the shopping cart; the orders are pulled automatically with API schedulers, and are then processed using RFID and barcode technology and filtered according to customers. Automated packing machines then pack the orders and automatic labelers place printed invoices on them. UC handled terminals place the orders on automated rapid conveyor belts from where they are dispatched in accordance to postal zones.

A comprehensive dashboard has been intelligently devised to connect the departments internally. This will also allow the clients and career partners to have visibility of ASN (Advance Shipping Notice) and the complete manifest details using API or FTP. The entire thread of procedures is performed with automation technologies, which facilitate leaner costing, charging mechanism, and real-time information flow.

Jey Kanagaratnam, CIO at NPFulfilment, says, "NPFulfilment's state-of-the-art infrastructure and platforms

eliminates any sort of human involvement." NPFulfilment is aiming to bridge this cavity with the aid of robotic systems. Ten years ago, this might have sounded like something straight out of a science fiction movie, but this is the kind of future NPFulfilment is working towards and anticipates.

### Building Relationships with Clients

NPFulfilment's goal of offering sophisticated automation and technology is to create and provide an exceptional experience for its clients worldwide. NPFulfilment works with top e-commerce companies such as eBay, Amazon, Flipkart, and Walmart. NPFulfilment has established, real-time interactions with Shopify, Magento, and other well renowned e-commerce platforms. This comes from the ability to pull and filter orders for specific countries by processing them within their system and providing tracking numbers. NPFulfilment also can push real-time stock on hand and available to promise notification, back to these e-commerce platforms promptly. As these interactions occurred at the appropriate time, they had the ability to introduce more clients in a shorter timeframe.

Additionally, NPFulfilment has implemented new solutions and technologies including a fully automated warehouse management solution. Tools being used include handheld mobile devices, voice picking, pick to light, RFID, automated conveyer sorting, cubic scanners, and label applicators. These easy to use technological solutions ensure the fast, efficient, and accurate movement of orders and stock within and between warehouses from multiple countries. With an efficient costing structure, NPFulfilment has a competitive edge within the agile and aggressive market.

In order to continue to provide excellent customer service, NPFulfilment will implement a state-of-the-art resource planner and task manager to monitor all NPFulfilment operational activities and staff performance. Real-time visibility via the use of a dashboard will be available for NPFulfilment staff and external clients. The system will learn operational and staff experiences in order to apply them to achieve to superior customer service, while continuously improving productivity.

Driven by highly skilled and experienced e-commerce experts, including Jey Kanagaratnam, NPFulfilment operates across six warehouses over three continents. Moreover, the firm offers its clients next day delivery accompanied by a guarantee of satisfaction. **ACO**

