

CUSTOMER SUCCESS STORY

Avoiding Costly Fines and Enhancing Efficiency with Newcastle Systems EC Series Carts



For a leading provider of replacement parts for welding machines, ensuring the right part reaches the right place is not only a matter of efficiency but also a critical compliance issue. Any misstep in the process could result in significant financial consequences and operational disruptions.

Problem

This company delivers replacement parts for welding machines directly to customers. However, an intricate challenge lay ahead - the potential mishandling of outbound shipping labels. If an incorrect SKU label found its way onto the wrong pallet, it could lead to the wrong part being used causing damage

to the welding equipment. The terms of their agreement dictated that such errors could incur fines of up to a staggering **\$65,000**. This looming risk posed a threat to their bottom line and reputation.

The traditional process of labeling pallets involved workers walking to and from the pallets to retrieve labels, introducing unnecessary risks and inefficiencies to the workflow. The company recognized the need to streamline operations while drastically reducing the chances of labeling errors and potential fines.



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Solution

Enter Newcastle Systems **EC380 carts** - a game-changing solution designed to revolutionize workflow efficiency and boost labeling accuracy. The company decided to leverage the capabilities of these carts to address their challenges head-on.

Game-changing Results

The impact was immediate and far-reaching. Newcastle Systems **EC380 carts** provided a solution that addressed both efficiency and labeling accuracy. Workers now bring the labeling process directly to the pallets, eliminating the need for risky trips back and forth. The carts not only limited the risk of errors caused by misplaced labels but also drastically reduced the potential for fines due to mislabeled pallets.

The efficiency gain was undeniable, allowing the company's workforce to focus more on tasks that directly contributed to productivity and customer satisfaction. However, the real triumph lay in the company's renewed confidence in labeling accuracy. With Newcastle Systems EC380 carts in action, the company is now safeguarded against potential fines, ensuring that the right replacement parts reach the field every time.