

CUSTOMER SUCCESS STORY

Enhancing Efficiency and Accuracy in Produce Distribution



A large produce distributor faced a critical challenge in their operations—mislabeled shipments.

Fixed label printers in an office, located far from the cold warehouse, led to inefficiencies as employees had to walk back and forth across the 40-degree environment to label produce shipments. This inconvenience encouraged staff to congregate in the heated office, exacerbating the problem. Also, batch printing labels caused a significant number of errors, especially in differentiating between organic and non-organic produce. Incorrect labels on boxes resulted in huge financial losses, estimated at **\$500K per year**.



Challenges

- › Distance between fixed label printers and the warehouse led to excessive walking.
- › Congregation in the office due to a warmer environment.
- › Batch printing labels resulted in frequent mislabeling of organic and non-organic produce.
- › Large financial losses due to incorrect shipments.

Solution

The distributor implemented **NB300NU2** carts equipped with PowerSwap Nucleus® Classic batteries. These mobile carts provided a practical solution to streamline the labeling process, allowing for greater efficiency and accuracy in their operations.



Game-changing Results

The addition of **NB300NU2** mobile carts revolutionized the workflow in the warehouse. The carts significantly reduced the need for unnecessary walking and drastically reduced mislabeled shipments, resulting in an order accuracy rate of over 99%. The distributor successfully mitigated the risk of customer dissatisfaction, especially concerning the mislabeling of organic and non-organic produce, ensuring higher customer satisfaction and retention.

99%
LABELING
ACCURACY