IDEAL FULFILLMENT

CUSTOMER SUCCESS STORY

QBOID's Dimensioning Solution Streamlined Operations, Cut Packing Time by 80%, and Boosted Accuracy at a Fast Growth 3PL

OUTCOMES

- Process of gathering dimensions and weights of shipments reduced by over 80%, from 20-25 seconds to 2-3 seconds per shipment
- Order errors dropped to fewer than one per week
- Pack stations reduced from three to one without loss of throughput
- Improved shipping billing accuracy and streamlined SOPs through digital data capture

OVERVIEW

Ideal Fulfillment, founded in 2018 and based in Temecula, California, is a fast-growing 3PL Specializing in serving customers with unique services like kitting and eCommerce orders.. Operating from a 110,000-square-foot facility with about 25 regular warehouse employees, they process roughly 1,000 orders daily—split evenly between parcel and freight shipments.

CHALLENGE

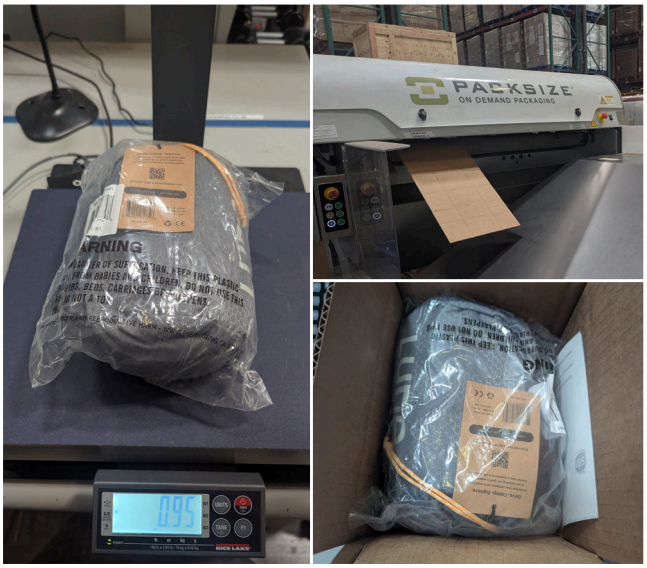
Before QBOID, Ideal Fulfillment relied on manual dimension capture through tape measures and scales to capture dimensions and weights. This time-consuming process led to inconsistent data, inaccurate box sizes, and missed savings on shipping costs and packaging materials. Dimensional data was often estimated or skipped altogether, limiting operational efficiency and holding back the operation from driving maximum efficiency.

Though not actively searching, Ideal Fulfillment discovered QBOID and quickly embraced the technology.

> "QBOID has given us the ability to improve efficiency which is going to give us the opportunity to expand our operation. Everything is streamlined when you have solid technology like QBOID."
>
> **Chris Page, CEO, Ideal Fulfillment**

SOLUTION

Ideal Fulfillment integrated QBOID's M2 mobile dimensioner alongside the S1 high volume throughput dimensioning accessory into their warehouse management system (WMS) and pack station workflow. This consolidation reduced pack stations from three to one, with the M2 and S1 capturing weights, dimensions, and photos of all shipments in just 2–3 seconds per package. Data flows instantly to their WMS and Packsize, their on demand box creation machine, which builds right-sized boxes on demand—improving accuracy, cutting shipping costs and reducing material waste. Without accurate dimensions of shipments the Packsize tool would have been ineffective at right sizing their needed boxes.



BENEFITS

By integrating QBOID's dimensioning solutions into their operations, they have realized numerous benefits, including:

- **Efficiency Gains:** Dramatically reduced process of gathering dimensions and weights of shipments by over 80%, from 20-25 seconds to 2-3 seconds per shipment achieving faster order fulfillment and better labor utilization.
- **Improved Accuracy:** Real-time digital capture minimizes errors in weight and dimension data, reducing mis-picks and costly reshipments.
- **Cost Savings:** Right-sized boxes and accurate weights reduce shipping costs and packaging material waste.
- **Scalability:** Streamlined processes and reliable technology support Ideal Fulfillment's growth ambitions.
- **Quality Assurance:** Photo verification adds an extra layer of order accuracy and customer service confidence.

As a core part of their workflow, Ideal Fulfillment plans to leverage the QBOID solution to further optimize warehouse workflows and expand service offerings as order volumes continue to rise and growth continues.