WEBY CORP

CUSTOMER SUCCESS STORY

Supercharged Dimension Capture Unblocks Robotics, Lowers Shipping Costs and Drives Cost Clawback Against Amazon Storage Fees

OUTCOMES

- 10-20X faster accurate dimension capture over manual process
- Captured accurate dimensions for over 23,000 products, and counting
- Enabled robotic automation and improved warehouse cube utilization
- Successfully driving clawbacks for Amazon storage fees with verified dimensions

OVERVIEW

Weby Corp is an omnichannel retailer with two warehouse locations based in North Richland Hills, Texas and founded in 2009. With a product catalog of 40,000 active SKUs and daily shipping volume of thousands of parcel orders for direct to consumer and business to business, Weby operates with high inventory velocity and complex marketplace integrations. As a long-time user of NetSuite and RF-SMART, they rely on real-time data to drive decision-making.

CHALLENGE

Before QBOID, Weby Corp faced multiple dimension-related pain points:

- Inaccurate data from Amazon and distributor databases led to inaccurate shipping costs and inflated storage fees with Amazon.
- Autonomous mobile robots (AMRs) could not be deployed without reliable item dimensions, blocking automation plans.
- Poor dimensional data led to warehouse space miscalculations—once resulting in 250 incoming pallets not fitting in the warehouse as expected meaning temporary space had to be found.

> "The results are phenomenal—we went from minutes to seconds to capture dimensions for our thousands of items."
>
> **Alexander Grigorenko, Managing Partner, Weby Corp**

To try and resolve these challenges of not having item dimensions, Weby Corp tried manual dimension capture assigning one warehouse associate to capture dimensions. This process was slow—taking minutes per item—and error-prone, limiting efficiency and tying up warehouse staff. Thus Weby stopped the process after one month to find a better alternative.

SOLUTION

Weby Corp implemented the QBOID M2 mobile dimensioner solution in 2023 to streamline dimension capture and drive operational improvements. Integrating QBOID's dimensional data into NetSuite and RF-SMART to automate and standardize dimension data across systems.

Using QBOID at the receiving dock, with a process to group SKUs, measure one of each, and populate product records.

Additionally, deploying the QBOID S1 accessory which includes an integrated scale and camera, to enhance the throughput M2 handheld device reduced measurement time from 15 seconds with just the M2 (down from minutes against a manual process) to just a handful of seconds. Driving even more efficiency gains.

BENEFITS

WebyCorp achieved many benefits of adopting the QBOID M2 and S1, including:

- **Throughput Boost:** The QBOID M2 alongside the QBOID S1, dimensioning improved from minutes to seconds, dramatically improving speed at receiving.
- **Robotics Ready:** Accurate dimensions are now a core requirement—QBOID made automation possible with robotics now in place driving additional warehouse efficiencies.
- **Storage Fee Accuracy:** Verified data enables Weby to challenge inflated Amazon fees and seek reimbursement when the dimensional data is not accurate in Amazon's database.
- **Better Space Planning:** Clear dimensional visibility helps avoid overstocking and improves warehouse cube utilization.
- **Labor Efficiency:** Warehouse staff freed from manual measurement tasks can focus on higher-value activities.