

## SUBSCRIPTION COMPANY RELIES ON AMWARE FOR ACCURATE, TIMELY ORDER FULFILLMENT TO MEMBERS



ZampleBox is the world's first and largest vaping membership club. Members receive curated monthly delivery of the most popular U.S. vape juices. Members can order 3-, 6-, or 11-item boxes.

In 2016, the company partnered with Amware and now ships from Amware's Phoenix, AZ fulfillment center. Amware's job: manage inventory complexity while supporting increasing order volumes from a growing membership base.

- **Reduce parcel costs.** ZampleBox leverages Amware's volume-based shipping discounts to save on freight shipping.
- **Collaboration.** ZampleBox and Amware teams operate as one, with weekly calls to discuss SKU changes, promotions, and all key fulfillment metrics.

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ZampleBox's biggest fulfillment challenge is managing a varied and constantly changing inventory mix from more than 300 suppliers. Most of the 3,000+ SKUs look almost identical – small bottles, but with different nicotine levels – so exacting, technology-aided inventory management practices were essential. Also, with the increasing popularity of vaping, ZampleBox needed a fulfillment partner that could scale to meet the company's growth goals.

### Keys to Success

- **Inventory and pick accuracy.** Inventory is organized in color-coded aisles to segregate SKUs in a logical pattern. Pickers use radio frequency devices to confirm pick accuracy in the aisle and order accuracy is re-checked during the final packing and shipping stage.
- **Pick efficiency.** Pickers pick 40 orders per cart, moving through an organized pick path directed by Amware's warehouse management system. Amware has continuously reengineered the layout and pick sequence path to maximize efficiency.
- **Flexibility.** Amware adjusted quickly to ZampleBox's decision to move from handling only consumer-direct orders to accepting retail orders from vape shops, now 10% of the volume.

### Results

- Continuously improved pick efficiency to decrease labor costs
- Reengineered packaging process to reduce damage
- Scaled to seamlessly support the rapid introduction of new vape juice SKUs and an apparel line