



CRYING IN THE RAIN

How a shipment of imported umbrellas created problems with cost, time to market, quality and lost productivity.

TIME LOST: 3 WEEKS

COST TO RESOLVE: \$3,000

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CEO, Mercado

An importer ordered a container load of umbrellas using the carton specifications provided by the supplier. A month after placing the order, the supplier advised he had given the wrong specifications and it would now take 1.2 containers to ship the ordered quantity.

THE SITUATION

In order to make up for the extra expense of shipping, the importer requested a .05 per umbrella reduction, which the supplier agreed to.

When the umbrellas arrived, the importer noted that the invoice did not reflect the .05 per unit discount. Worse, the .2 container arrived and it was discovered that the supplier had substituted a lower quality umbrella in the second shipment.

- ✗ No order confirmation process
- ✗ No interactive PO ability
- ✗ No e-commercial invoice
- ✗ Significant time to resolve
- ✗ Discounted product due to substandard quality

THE MERCADO SOLUTION

Thanks to Mercado, situations like this are easily avoidable. With clear online management of orders from placement with a supplier right through to shipment & arrival, importers can rest assured that order issues can be identified quickly and rework costs kept significantly reduced.

Find out how Mercado can help your business save across your supply chain.

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- ✓ Online confirmation confirms that order will not be changed without approval
- ✓ Online validation of .05 change made and e-verified
- ✓ Commercial invoice created electronically must match the order
- ✓ Resolution in real time prior to shipment arrival
- ✓ Auto deduction