



ONE TEAM; ONE GOAL

How an international business achieved big savings through collaboration, visibility and process improvement.

TIME SAVED: 3 WEEKS

SAVING: \$39,750

ROB GARRISON
CEO, Mercado

An ecommerce business had eight people across four different departments, each touching every international order generated by the business. The CFO personally tracked the terms and payments; the buyers negotiated and placed the orders; the designers worked with the suppliers on product specifications, and the operations team kept track of the order progress. After implementing Mercado, they were able to reduce expense by nearly \$40,000 and free up time from all eight employees to focus back on improving the customer experience.

THE SITUATION

Each department had their own spreadsheets, their own contacts and email exchanges, and their own applications to manage their workloads. The lack of unified visibility & collaboration was causing significant bottlenecks and passed balls, leading to increased product lead time and unpredictable results.

- ✗ No order management system
- ✗ No end-to-end process
- ✗ No collaboration or visibility tools
- ✗ Significant time to resolve issues
- ✗ Significant manual effort & rework

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 lower.

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

www.mercadolabs.com

- ✓ Online management - from order planning to product delivered
- ✓ Online collaboration internally and with suppliers
- ✓ Milestones managed electronically providing critical updates throughout their supply chain
- ✓ All order data in one system, electronically monitored, and easily accessible
- ✓ Digital processing of orders and e-tracking of shipments

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THE COST SAVINGS

See for yourself how this leading ecommerce business was able to save nearly \$40,000 and free up time from all eight employees to focus back on improving the customer experience thanks to Mercado.

AVERAGE ANNUAL ESTIMATED SAVINGS				
Cost Drivers				
Average Value of Order	# of Orders / Annum		# of Shipments / Annum	
\$ 25,000	100		50	
Total Order Value / Annum (\$)			\$ 2,500,000	
Cost of Damage & Defects (%)	2%		\$ 50,000	
Cost of Rework (%)	2%		\$ 50,000	
Cost of Delay				
% of POs late	50%			
# Days late	1 day			
Cost / PO	\$ 50		\$ 2,500	
Order Dev & Processing	60 hrs	50.00 \$/hr	\$ 300,000	
Shipment Processing	10 hrs	50.00 \$/hr	\$ 25,000	
Total Cost of Orders			\$ 427,500	
10% Saving Estimate			\$ 42,750	
Cost of System (1-4 users)			\$ 3,000	
Average Net Annual Savings			\$ 39,750	

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