

## 50 Reasons to Outsource Fulfillment

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1. The order says there are 26 size larges in stock, there are none.
2. The computer says there are no size mediums in stock and there are 26
3. Your best customer called upset, he got 26 of the wrong size.
4. Your second best customer will need to wait 2 weeks for his 26 larges.
5. You ran into Carlos, from your warehouse at the flea market selling 42 X-larges.
6. Physical inventories always seem to result in write offs.
7. You expected 400 orders this week and only got 40.
8. You sent 3 employees home at noon when you found them playing Texas hold-em
9. You received the state unemployment wage verification form because 3 of your employees didn't get their full 40 hours last week.
10. You expected 40 orders this week and you got 400.
11. You are astonished at how much Overtime wages are.
12. You didn't think your unemployment rate could get worse, you were wrong
13. Debbie from the warehouse needs \$250 today to get her brother out of jail. He is innocent and you can take \$50 from each of her next 5 paychecks.
14. You spent \$100,000 on a new warehouse management software
15. You spent \$200,000 to set it up and train people on your new warehouse management software.
16. You spent \$50,000 to customize the warehouse management software because it didn't exactly fit the way you need to do business.
17. Microsoft announced a new Operating System, you need to upgrade your WMS
18. You spent \$5,000 on the new upgrade.
19. Your customizations aren't part of the new upgrade.
20. You spend \$10,000 to add the customizations to the new version.
21. Your competitor just landed a huge contract you didn't know was out for bid. You were too busy trying to figure out why the WMS wasn't giving you the correct report.
22. Your Salesman said "Sure, We can do that!"
23. Jim lowered the forklift on Maria's foot.
24. You didn't think the workman's comp. rating could get worse, you were wrong.
25. The workman's comp was insignificant compared to the health insurance increase.
26. Wendy wants to use her last vacation day because she is out of sick days. It's April 3<sup>rd</sup>.



**MDS Fulfillment**

*"creative fulfillment solutions"*

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## 50 Reasons ...

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27. The process server just gave you a present; Carlos is suing for wrongful termination.
28. Bob just used his one phone call to say he won't be in for a couple of days.
29. The new applicants make Bob and Carlos look pretty good.
30. The physical inventory shut down shipping for 4 days.
31. Inventory is growing and there is not enough space in the warehouse.
32. The lift truck broke again.
33. Dave's leg was in the way of the lift truck.
34. The OSHA inspector is asking to see your OSHA log. You say "what's an OSHA log?"
35. Someone in marketing thinks a box shaped like a pyramid is a great idea.
36. Sales and marketing wants you to assemble and ship 7,000 kits made up of plastic boomerangs and stuffed koala bears to all of your dealers for their new "Down Under" marketing theme.
37. Your best customer needs 47 cases shipped out today, they called you at 3:30.
38. You sent two people home at 2:00 because it was slow.
39. You won a huge contract from XYZ Company and need to spend \$150,000 to expand the warehouse.
40. Two weeks after construction started you receive the bankruptcy notice for XYZ Company.
41. The server that runs the WMS caught a virus two weeks ago and you just noticed it has been slowly corrupting data.
42. You only have one week of tape backups.
43. The IT person who set up the WMS quit 4 weeks ago. He was the only one who knew how the WMS works.
44. His replacement just gave notice.
45. The web group just announced they are going to launch the new E-Commerce web site to offer products direct to consumers. You've never shipped to consumers before.
46. They estimate 400 to 500 small orders per day from the Internet. You're set up to ship 4-5 really big orders per day.
47. Marketing has come up with a free T-shirt with qualified purchase promotion. They estimate 10,000 will mail in the rebate for the free T-shirt. Oh, and they want a personalized letter to go with it.
48. The shirts come in 6 colors and 4 sizes and the customer gets to choose.
49. You are out of the size they ordered.
50. Ten containers are arriving from China. You only have room for two and what's this about no pallets? Huh, and they gotta be GMA?!



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