

CPI streamlines global distribution with ProShip.



“ProShip has been instrumental in scaling our training material distribution globally. It’s allowed us to automate a previously manual process, freeing up our team to focus on our core mission of creating well-being throughout the workplace and beyond.” - SETH OGDEN, SENIOR LOGISTICS MANAGER, CRISIS PREVENTION INSTITUTE

REQUIREMENTS

- Seamless integration with Microsoft D365 (Customer Engagement & Finance & Operations)
- Scalable shipping solution to accommodate growth
- Automated shipping label generation
- Multi-carrier rate shopping
- International shipping capabilities, including automated commercial invoice generation
- Real-time shipment tracking and visibility
- Centralized shipping management and reporting
- Ability to manage shipments from multiple locations (United States, Canada, and United Kingdom)
- AES Direct Filing capabilities for international shipments

Global reach across
USA, Canada, and UK



Seamless
D365
integration



Achieved **2x increase**
in shipping volume
without adding staff

CHALLENGE

Prior to implementing ProShip, Crisis Prevention Institute (CPI) faced significant challenges in managing its global training material distribution. Relying on UPS WorldShip, a manual and time-consuming process, CPI struggled with inefficiencies and a lack of integration with their new Microsoft D365 ERP system. This disconnect hindered automation and forced employees to dedicate valuable time to manual data entry.

Furthermore, the existing system lacked the scalability needed to support CPI's continued growth, creating concerns about future bottlenecks. The absence of centralized shipping data made it difficult to track shipments, manage costs effectively, and maintain clear visibility across their operations. International shipping, particularly to Canada, presented further complexities due to the intricacies of commercial invoices and customs documentation, adding to the administrative burden.

SOLUTION

To address these challenges, CPI selected ProShip's multi-carrier shipping software for its robust functionality and seamless integration capabilities. ProShip integrated directly with CPI's Microsoft D365 ERP, automating previously manual shipping processes and eliminating the need for redundant data entry. ProShip's powerful rate shopping empowered CPI to optimize shipping costs by selecting the most cost-effective carrier for each shipment, resulting in significant savings.

ProShip's advanced international shipping capabilities, including automated commercial invoice generation and AES Direct Filing, simplified cross-border shipments and reduced the risk of errors. Real-time tracking and reporting provided CPI with complete visibility into shipment status and delivery times, enhancing customer service and operational efficiency.

The implementation of ProShip provided a centralized platform for managing all shipping activities, improving

efficiency and data accessibility across the organization. Comprehensive implementation support and training were provided to ensure a smooth transition and rapid adoption of the new system.

CRISIS PREVENTION INSTITUTE'S BENEFITS

- CPI doubled its daily shipping volume over five years without increasing staff or work hours, demonstrating significant efficiency gains
- ProShip automated the shipping process, freeing up staff time to focus on other tasks
- Improved visibility into shipment data through ProShip, enhancing customer service and issue resolution
- Streamlined international shipping processes have reduced complexities and potential errors
- CPI's management team now has access to real-time shipping data for better reporting and decision-making

