



*There's no better enterprise-level TMS for Sage 100, hands down! ShipLinX TMS and Freight Audit are incredibly flexible, and the support team is unmatched. They've gone above and beyond, even responding at 4:30 AM and staying on calls late into the night.*

Brett Johnson, IT Director, A & A Global



## A Rigid, Slow, and Unsupported TMS Weighed Down Shipment Processing

A&A Global (A&A) is a leading manufacturer and distributor of toys, novelties, and amusement products. As A&A pursued Lean Six Sigma certification, they sought a better TMS to help them scale efficiently without increasing staff. This goal involved replacing the existing TMS and connecting it to their ERP (Sage 100), WMS (ScanForce), Dimensioner (Cubiscan), and eCommerce platform (Salesforce Commerce Cloud). Challenges with their legacy TMS included:

- **Slow Data and Shipment Processing:** Shipment data processing often took longer than one minute, causing significant delays given daily volumes. The lack of customizable, standardized workflows forced users to make excessive clicks in the UI to process each shipment.
- **Limited Flexibility:** The off-the-shelf TMS lacked customization and couldn't adapt to their needs, including complex freight rules and integrations with a highly customized Sage 100, ScanForce, Salesforce, and CubiScan.
- **Unreliable Data Transfer:** Real-time syncing with Sage 100 was prone to crashes during large shipments, forcing manual re-entry of data.
- **Manual Processes:** Accessorials, insurance, and broker info had to be entered manually, preventing their goal of "box it, scale it, label it, and it's gone."
- **Disjointed Systems:** Parcel and LTL freight were handled in separate platforms, making rate shopping slow and error-prone.
- **Slow, Costly Carrier Additions:** Adding LTL carriers was expensive and slow, limiting cost optimization.
- **Billing Issues:** Reviewing invoices manually was time-consuming and made it difficult to spot incorrect carrier charges for accessorials, or discrepancies in weight and dimensions.
- **Inaccurate E-commerce Estimates:** The system couldn't provide precise shipping cost estimates before checkout for online orders.
- **Declining Support:** After the vendor's acquisition, expert support vanished, leading to slower and less effective service.

## Integrated. Automated. In Control. ShipLinX TMS + Freight Audit Transforms Shipping Operations

ShipLinX TMS with Freight Audit transformed A&A's shipping operations with:

- **Faster Processing:** Data processing time was reduced from 60+ seconds to 5 seconds. The simplified UI and streamlined workflows make it even faster for the A&A team to process shipments, and increased throughput and shipping volume.
- **Flexibility & Customization:** ShipLinX TMS was tailored to A&A's needs, supporting complex freight rules and integrating seamlessly with their customized Sage 100. RateLinX also built advanced integrations with ScanForce, CubiScan, and Salesforce. All integrations took weeks, not years like with other vendors.
- **Reliable Data Transfer:** Asynchronous syncing ensured fast, stable data flow to Sage 100, preventing data loss and enabling post-send edits without slowing the UI.
- **Automated Workflows:** Tasks like accessorials, insurance, and broker info were automated, enabling a "box it, scale it, label it, and go" process.
- **Unlimited LTL Carrier Integration:** No per-carrier fees meant faster onboarding and better rate shopping to optimize costs and service.
- **Freight Audit:** Automated invoice reconciliation flagged accessorial charges like limited access and appointments, while the Freight Audit and CubiScan integration caught reweighs and freight class errors—saving time and preventing overcharges.
- **Mobile Printing:** Wireless forklift-mounted printers enabled direct-to-truck shipping from the shelf, bypassing packing lanes to save space and time.
- **CubiScan Integration:** Accurate pallet dimensions, weights, and photos improved LTL classifications and enabled detailed customer notifications, including BOLs and images.
- **E-commerce Rate Accuracy:** ShipLinX TMS's API delivered precise LTL and parcel rate estimates at checkout through Salesforce Commerce Cloud, improving customer experience.
- **Responsive Support:** RateLinX team is highly accessible, responsive, and knowledgeable—often resolving issues outside normal hours—making the team as valuable as the tech.

**12X**  
FASTER  
PROCESSING

CARRIER  
RECLASSES



↑ ORDER  
VOLUME  
↓ **36%**  
Warehouse Staff

**\$580K**  
LABOR  
SAVINGS