



Services: Fulfillment
Industry: Logistics

Trading Partners: Amazon, Belk, Bed Bath & Beyond, CVS, Drugstore.com, eBags, Kohl's, Rite Aid, Target, Wal-Mart

Case Study: DM Fulfillment

DM Fulfillment provides best-in-class fulfillment and distribution solutions so that manufacturers, merchants and trading partners can seamlessly integrate with today's omnichannel, e-commerce world. Five strategically located, highly-automated fulfillment centers offer cost-effective shipping solutions and speed to customer and shelf. DM Fulfillment's mission is to deliver an exceptional customer experience with every order. Visit www.DMFulfillment.com to learn more.

Improving DM Fulfillment's Trading Partner Relationships



RETAILERS



SUPPLIERS

Drawing on its reputation and infrastructure in the IT supplies industry, DM Fulfillment has quickly carved a name in retail since launching in 2011. The 3PL ships orders to retail distribution centers and stores as well as drop shipping directly to consumers on behalf of e-commerce retailers. "We deliver a branded drop ship experience that includes print-on-demand capabilities for packing slips and other materials to reinforce the retailer's brand and support marketing efforts," said Bill Erpelding, marketing manager at DM Fulfillment.

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- David Reinkemeyer
- Vice President of Sales, DM Fulfillment

SPS omnichannel solution

DM Fulfillment is a user of SPS Commerce's cloud service to enable streamlined integrations with retailers and has allowed it to more fully embrace the demands of omnichannel that require error-free order processing, allowing it to retain a growing roster of retail customers.

The SPS service has facilitated DM Fulfillment's ability to deliver the omnichannel experience on behalf of its clientele directly to the consumer. With SPS, there is a high level of expertise in retail that it gives the confidence to engage with a growing number of retail customers and guarantee performance. This allows DM Fulfillment to efficiently get up to speed with new customers.

Integrate once, network to many

The saved time a labor has been nothing short of dramatic, likening SPS and its Universal Network that enables fast connections to networks via the Retail Standard XML (RSX) to the LinkedIn of retail. Now, testing and mapping to integrate with partners is completed by SPS in a few hours. Without SPS, it would take up to 12 weeks for to properly connect systems and all the related communications around it with customers.

DM Fulfillment

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Another ace up DM Fulfillment’s sleeve is its proprietary distributed order management system (DOMs) that allows it to maximize fulfillment across its Fulfillment Centers. DOM looks at inventory and inventory then automatically fulfills from the closest stock to the destination while optimizing inventory. Combined with DM Fulfillment’s omnichannel is a powerful solution.

Paired with SPS Commerce, DM Fulfillment is sure to innovate further as a go-to fulfillment vendor. Its robust retail-oriented IT and physical US distribution network continues to win new business. The 3PL looks forward to serving the omnichannel needs of its retail customers such as Triumph Pharmaceutical’s Smart Mouth dental hygiene products and Denco Luggage, seller of licensed sports luggage.

About SPS Commerce

SPS Commerce perfects the power of your trading partner relationships with the industry’s most broadly adopted, enterprise retail cloud services platform. As a leader in on-demand supply chain management solutions, we provide prewired, proven integrations and comprehensive retail performance analytics to thousands of customers worldwide. With a singular focus on the retail marketplace, we revolutionized traditional EDI systems by developing a platform that enables highly cost-effective and reliable trading partner collaboration. SPS Commerce has achieved 53 consecutive quarters of revenue growth and is headquartered in Minneapolis.