

# USING VOCOLLECT VOICE<sup>®</sup> THROUGHOUT THE DISTRIBUTION CENTER

Optimizing Business Performance  
with Vocollect Voice



Partner Logo  
Up to 3" x .85"





## Achieving Business Process Workflow Performance Optimization with Vocollect Voice

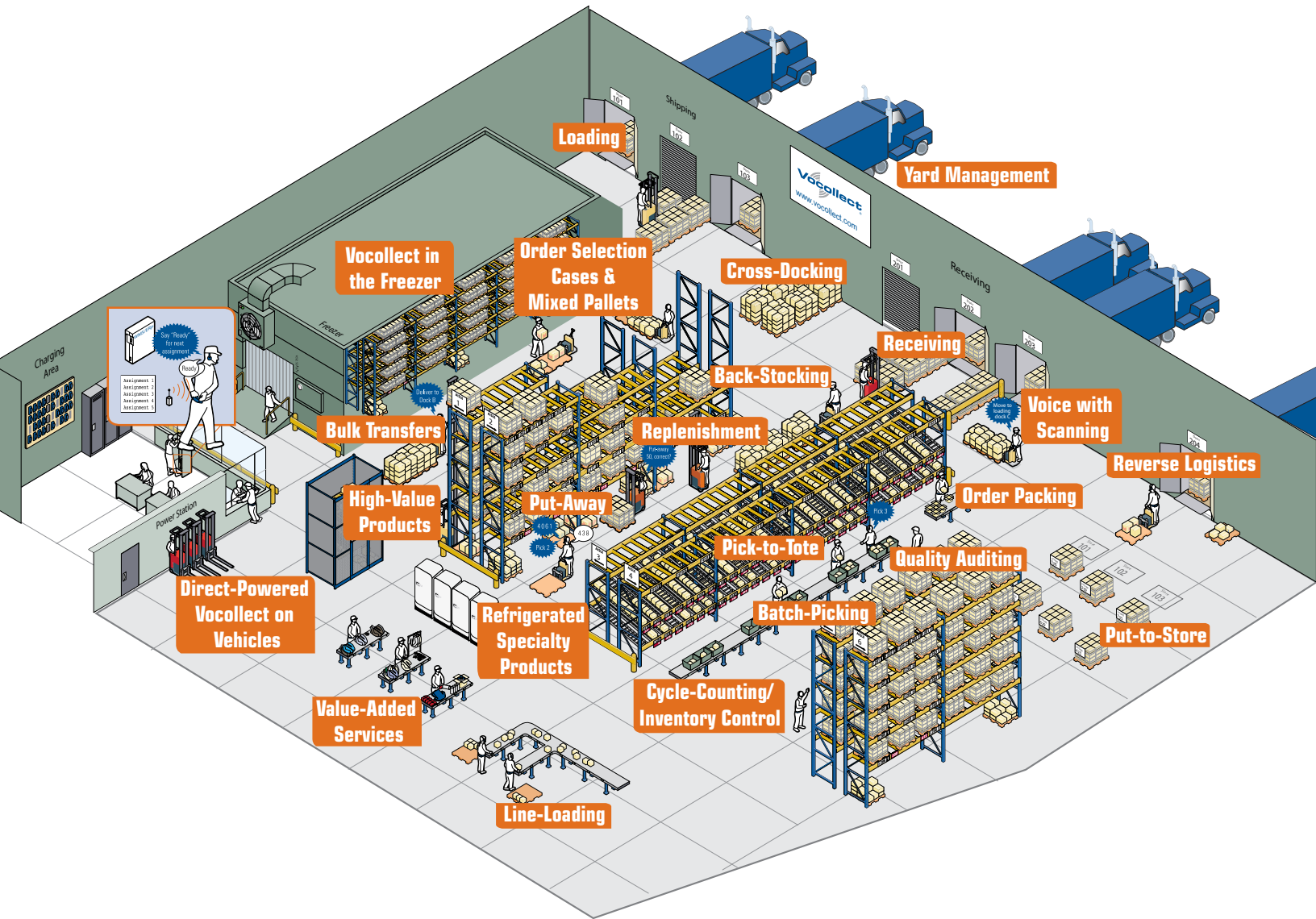
Businesses today face unrelenting pressures to reduce operating costs and to better manage their workforce, while continuously delivering perfect customer service. As a result, senior managers are looking for workforce operational improvements.

Voice technology has become a catalyst in the reengineering of distribution center processes and systems to deliver the next generation of business results. Vocollect Voice is the leading voice technology solution for operational excellence and is in use by almost 500,000 workers each and every day. Why has Vocollect Voice become so popular? The answer is simple: Vocollect delivers quantifiable worker productivity and accuracy gains and offers an elegant and flexible implementation approach to achieve improved business processes quickly. From a business perspective, Vocollect Voice has become so attractive because the investment typically has a payback in 9-12 months and the workers appreciate being equipped to succeed in their job, boosting worker retention.

# Vocollect Voice in Your Distribution Center

The addition of voice to your distribution center can generate performance gains in many areas. While voice technology initially was implemented mainly to enhance order fulfillment tasks, the performance benefits have resulted in a growing number of companies expanding their use of Vocollect Voice into other areas of the distribution center, including receiving, put-away, loading and more. With 10% to 25% productivity improvements vs. mobile computers, it's no wonder why the adoption of Vocollect Voice continues to gain popularity throughout various areas of the distribution center.

The exciting part for customers that expand their use of Vocollect Voice is that they are able to easily leverage their existing investment as they expand their voice usage. And Vocollect Voice provides you various enterprise integration options to create the most flexible and effective IT infrastructure solution.







### Case Picking

Make your motorized workers performing case picking even more productive by using Vocollect Voice. With their eyes focused on what's ahead of them and not looking at a screen you'll probably also experience a reduction in accidents.





## Piece Picking

Workers in piece picking environments excel with Vocollect Voice. You should expect to obtain up to 25% improvements in productivity vs. traditional approaches by having both hands free and having the worker directed by voice commands that streamline exception processing.





## Pick-to-Tote

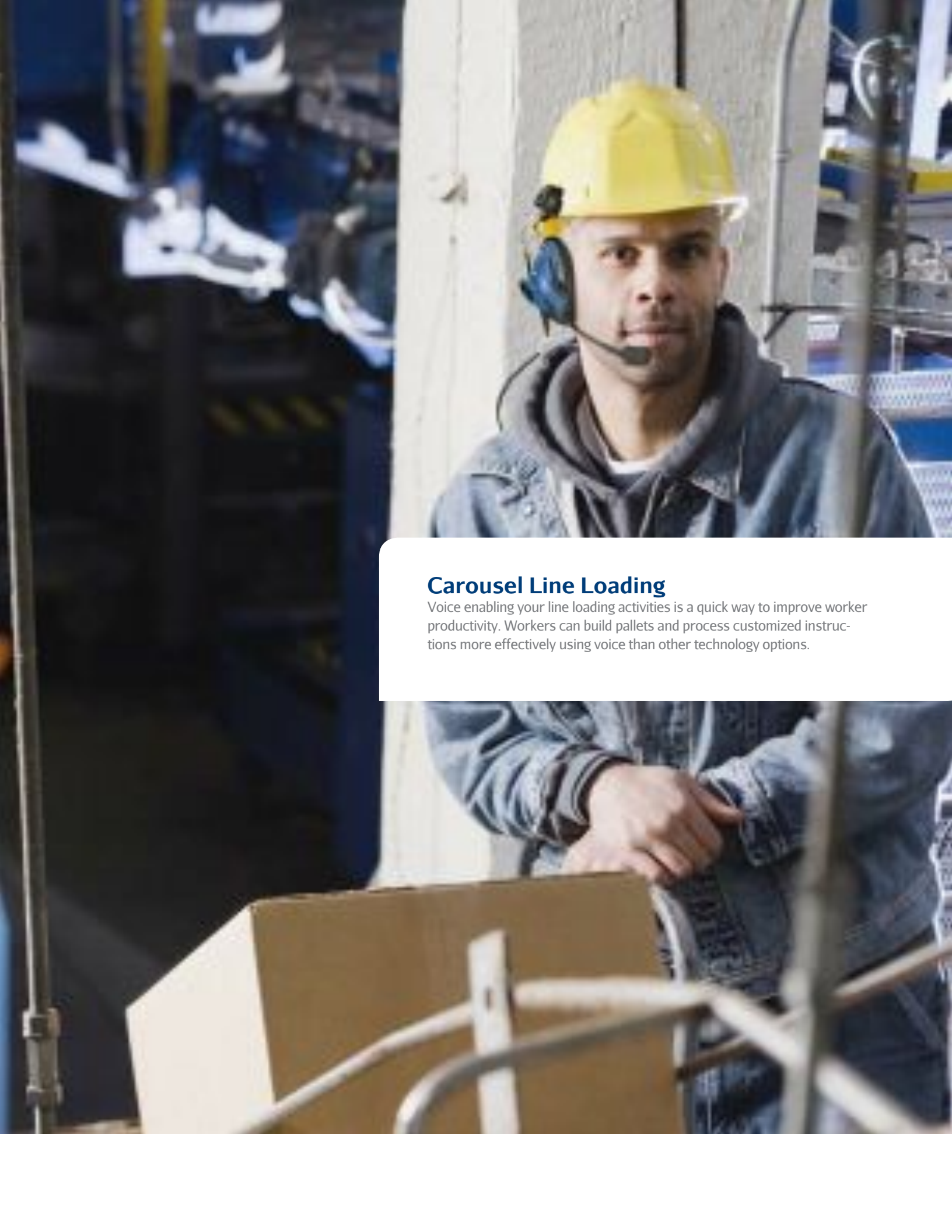
Pick-to-Tote roller feed operations are natural environments to use Vocollect Voice. You will see 15% gains in your piece pick per hour performance results and gain valuable insight on individual worker performance.



### **Gravity Feed Piece Picking**

Workers performing piece picking in gravity feed environments see immediate improvements with Vocollect Voice. The ability to leverage workers across zones is helpful for larger multi-zone layouts, while the ease of implementing batch picking reduces travel time dramatically.





## **Carousel Line Loading**

Voice enabling your line loading activities is a quick way to improve worker productivity. Workers can build pallets and process customized instructions more effectively using voice than other technology options.



## Batch Picking

Picking multiple orders with Vocollect Voice using pull carts greatly reduces your total travel time and provides exceptional gains in worker throughput.



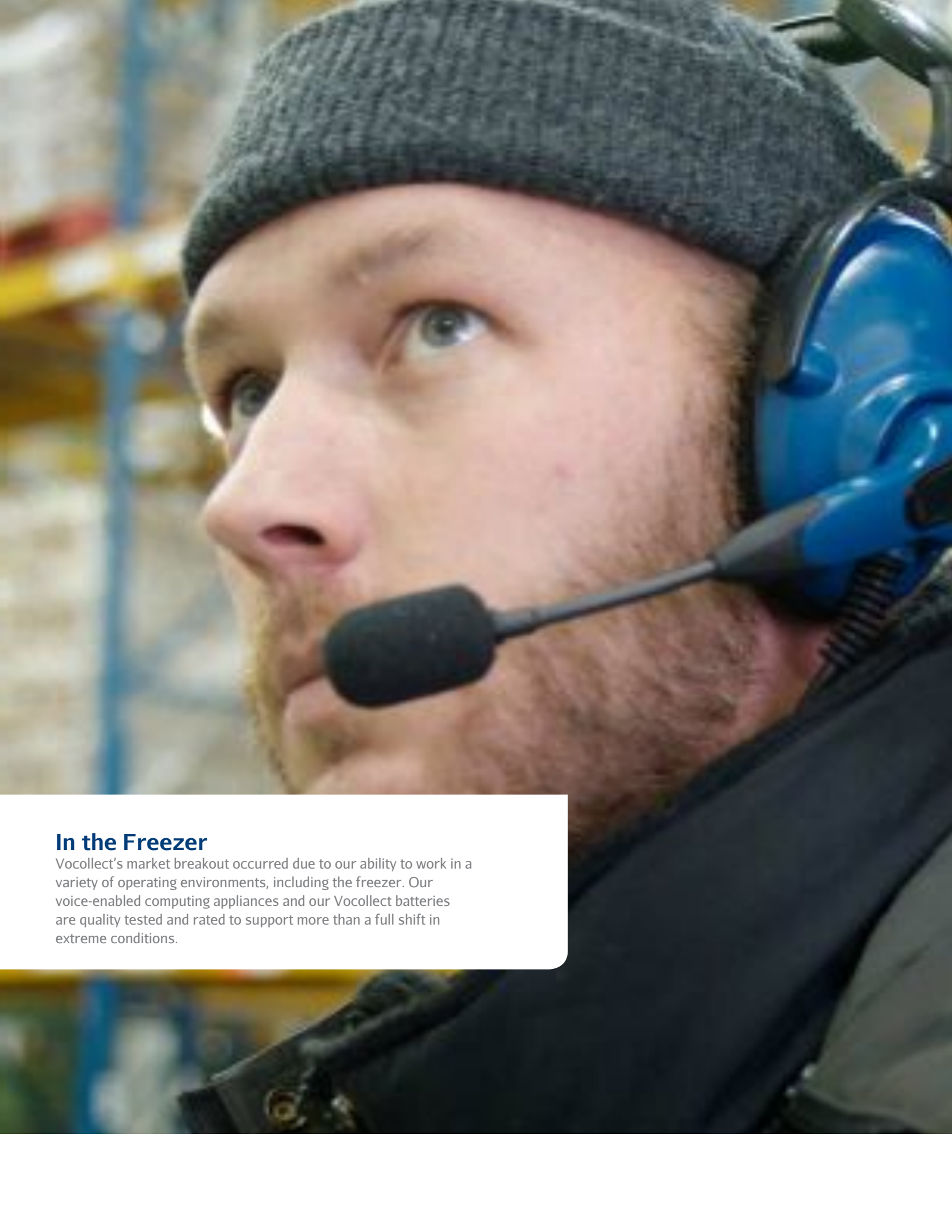




## Trolley / Pull Cart Picking

Vocollect Voice excels at supporting pull trolley cages and delivering exceptional performance gains while offering workers the comfort of Vocollect's leading wired or wireless headsets optimized for the distribution center.





## **In the Freezer**

Vocollect's market breakout occurred due to our ability to work in a variety of operating environments, including the freezer. Our voice-enabled computing appliances and our Vocollect batteries are quality tested and rated to support more than a full shift in extreme conditions.



## Product Traceability

Specialty or high-valued items often require secondary data capture such as UPC, lot, serial, expiration date, best before date, Batch, Manufacture Lot, Manufacture Date, Expiration Date, Firmware Version, Cure Date and Best Before Date information. Vocollect Voice is used by many customers to ensure a seamless process that captures data quickly, reliably and consistently.





## Put-to-Store / Flow-Through

Vocollect Voice offers excellent worker productivity performance gains for workers using put-to-store and flow-through staging to break full pallets or cases into store-level orders without storing incoming products.

A woman with dark hair, wearing a purple long-sleeved shirt and a headset, is in a warehouse. She is reaching up to a high shelf with her right hand to handle a cardboard box. The shelves are filled with many similar boxes. In the foreground, there are several large, open cardboard boxes. The background shows the industrial structure of the warehouse with metal beams and orange overhead rails.

## Put-to-Store (Apparel)

Vocollect Voice out performs traditional methods for piece pick apparel products. Not only does having both hands free help create a more positive worker experience, it also greatly improves overall throughput by being able to reduce wasteful dead head travel time with reverse picking paths.





## Catch Weights

Whether you call it catch-weight or random weight, Vocollect Voice can support the capture of the exact packaging unit weight during the picking process to ensure that the box is properly priced by its weight unit (lbs or kgs) without having to weigh the orders.



## Receiving

The ability to easily pair workers using Vocollect Voice with workers with ring scanners and portable printers for missing LPN labels, has made receiving an excellent opportunity to streamline processes. Vocollect Voice also works extremely well with RFID-enabled receiving dock facilities, making it the second fastest growing application of Vocollect Voice.





### **Put-Away**

The put-away function has always been one of those tasks that challenges your team as they position older stock with newer stock. Vocollect Voice enables workers to operate with both hands, as well as providing them sufficient vehicle mobility.



## Stocking / Replenishment

Stocking/Replenishing your inventory is another traditional use of Vocollect Voice. The ability for the worker to stay focused on where they are going by listening to their directions will ensure greater bin and slot location replenishment accuracy.

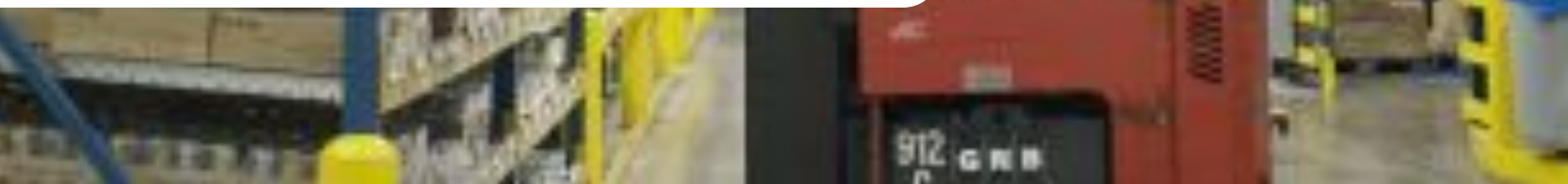




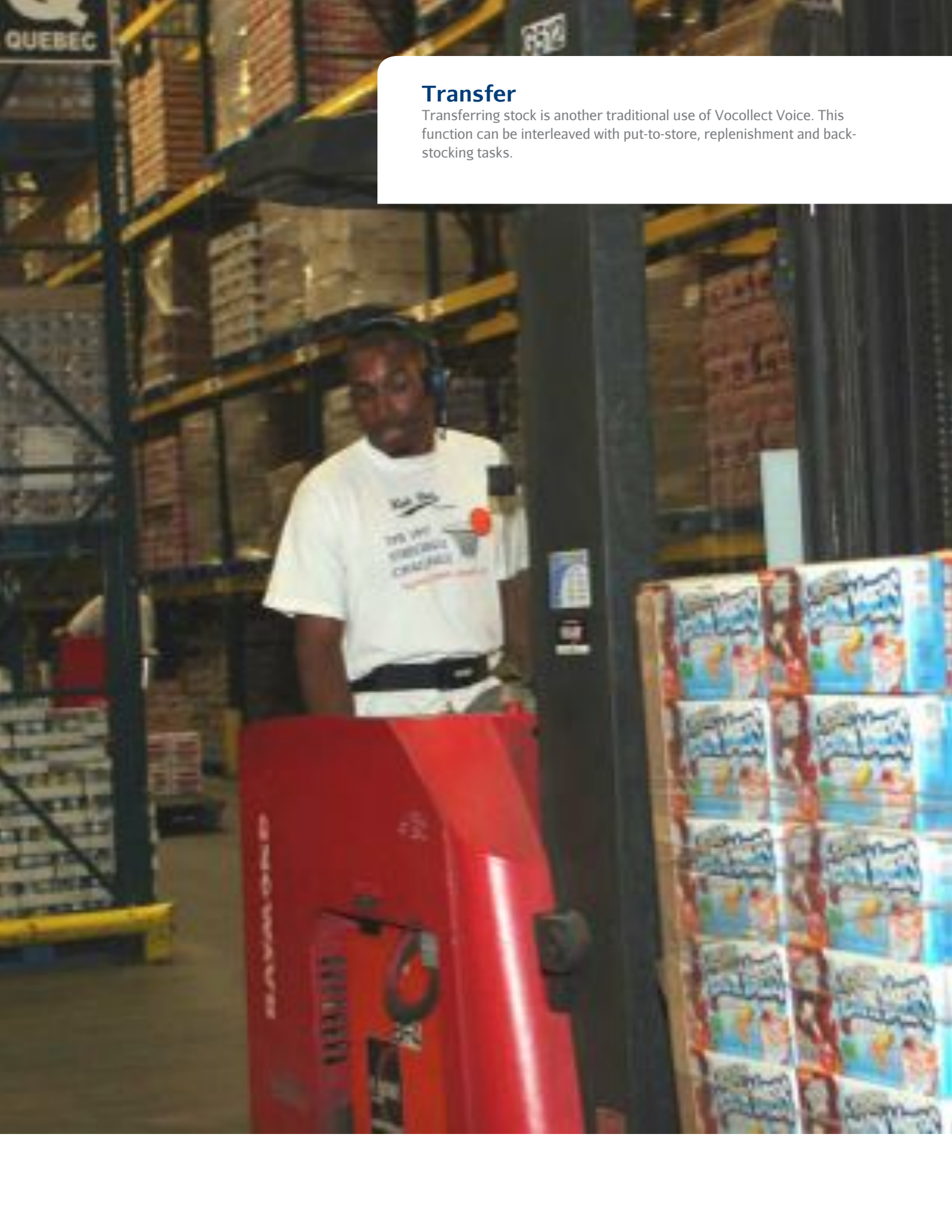


## **Back Stocking / Flow Rack Replenishment**

Replenishing flow through racks with Vocollect Voice enables your workers to better concentrate on their fulfillment activities without distraction.







## Transfer

Transferring stock is another traditional use of Vocollect Voice. This function can be interleaved with put-to-store, replenishment and back-stocking tasks.





## Supporting Narrow Aisle & High Reach Trucks

Voice-enabling your workers in narrow aisles and on high reach vehicles creates additional ways to better leverage your existing Vocollect Voice investment throughout your facility.





## Cross-Docking

Cross-docking is a growing logistics practice to rapidly consolidate shipments from disparate sources and realize economies of scale in outbound transportation. Voice-enabling this task with Vocollect Voice is becoming more prominent each year as more customers leverage a hybrid model of using Vocollect Voice with scanning to increase worker productivity and reduce data entry errors.





## **Internet Store & Packing Stations**

Meeting the explosive growth of consumer direct item orders from Internet orders has become the fastest growing application of Vocollect Voice. When combined with the Vocollect Packing Station workflow task, you'll eliminate 50% of the steps it takes to pack an order and you will reduce the time each order takes to complete up to 20%.



## **Packing Stations & Shipping Manifest**

The Vocollect Packing Station workflow task frees hands and seamlessly works with your scales and supports your existing integration with major parcel delivery services and LTL providers.





## Auditing & Quality Control

Your increase in accuracy will positively impact your overall quality and auditing results. Vocollect Voice also can be used to validate products during receipt (leveraging your ASN information) and shipment. Your observations around potentially damaged products also can be captured.



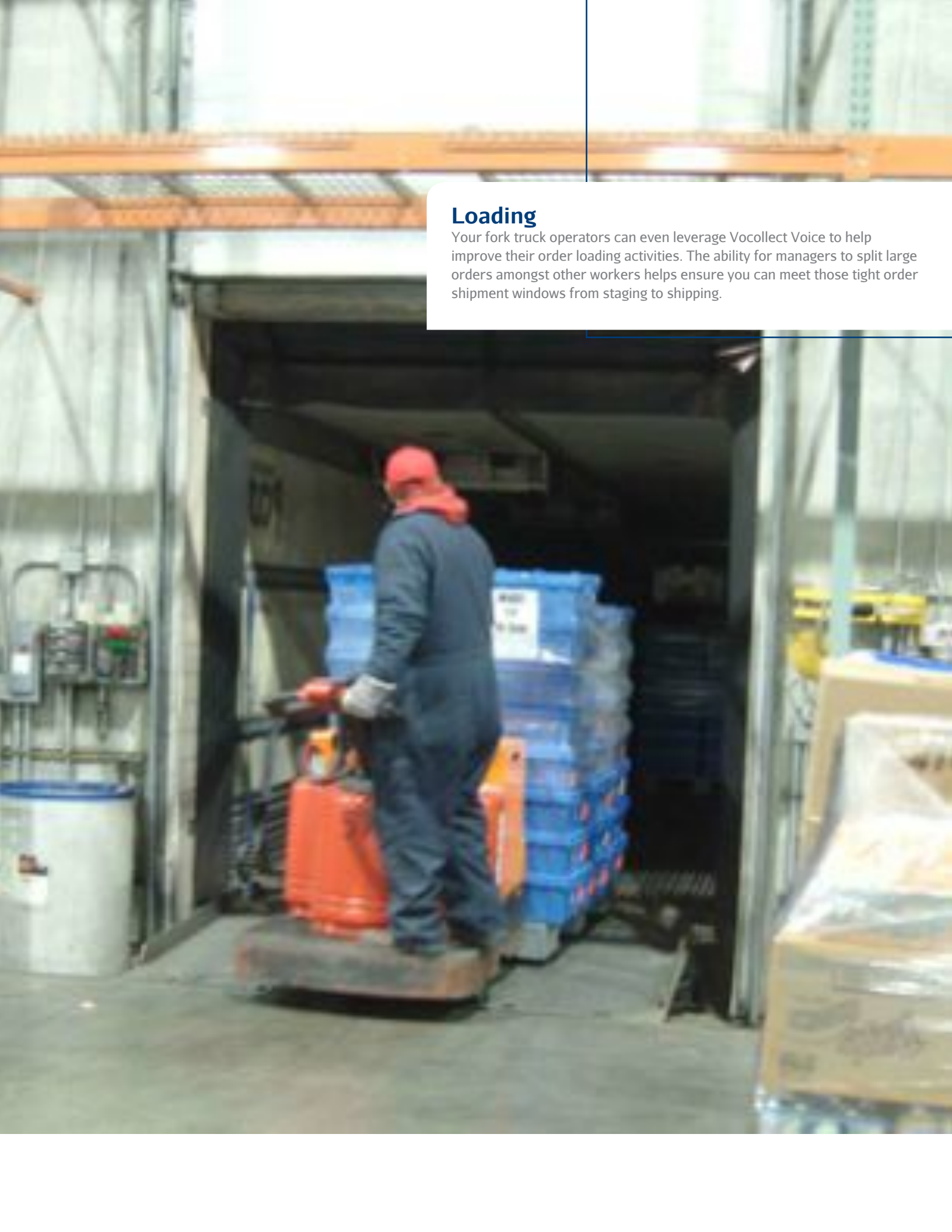
## Cycle-Counting & Physical Inventory

Vocollect Voice can easily interleave cycle-counting and physical inventory with other work assignments to maximize your worker efficiency and to aid in overall worker productivity, without the need to add a scanning step to the workflow process.



## Loading

Your fork truck operators can even leverage Vocollect Voice to help improve their order loading activities. The ability for managers to split large orders amongst other workers helps ensure you can meet those tight order shipment windows from staging to shipping.





### **Pick to Load**

Your workers can even leverage Vocollect Voice to direct load a picked order and eliminate the traditional staging step.



# Improved Accuracy. Increased Productivity. Real Business Results.

In the complex supply chain industry, accuracy and productivity are of paramount importance. The proven track record of voice in driving quantifiable performance improvements has made it a natural fit for process reengineering efforts to solve key business challenges. Vocollect, a business unit of Intermec, is the number one provider of end-to-end voice solutions for mobile workers worldwide, helping customers achieve a higher level of business performance. Together with our partners, we enable over 400,000 workers at almost 2,000 companies around the globe to distribute US\$4 billion in goods every day. Contact us today to learn how we can help you transform your operational and workforce performance.

**Partner Logo**  
Up to 2" x .5"

## Partner Information

[www.vocollect.com](http://www.vocollect.com)

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