

# A medium logistics firm cuts picking-list time by 91.6%: Sales and customer service

LOGISTICS AND TRANSPORTATION

MEDIUM

SALES AND CUSTOMER SERVICE

**-91.6%**

PICKING-LIST TIME [1]

**-89.9%**

VERIFICATION TIME [1]

**100%**

BOT TEST ACCURACY [1]

## PROBLEM

Manual shipment tracking, picking-list creation, and row-level verification consumed time and produced inconsistent accuracy at volume. Repetitive data work limited the capacity available for exceptions and customer needs.

## SOLUTION

The company built three focused bots, compared them with manual work, and simplified inbound and outbound workflows. Each bot addressed a defined task so the team could test speed and accuracy against the existing method.

## RESULT

Picking-list time fell from 90 seconds to 7.6 seconds. Verification time fell by 89.9% on average, and bot accuracy reached 100% in the reported tests.

## BUSINESS LENS

Process economics: focused automation reduced repetitive unit effort while preserving a defined process boundary.

## ASSUMPTIONS AND LIMITS

Single anonymous company, limited delivery-note dataset, no employee count, and no long-term evaluation. Some high-volume values were forecasts.

## DEPARTMENT APPLICATION

### SALES AND CUSTOMER SERVICE

More consistent order data supports reliable service.

Application analysis based on the cited source. It is not a separate measured result.

Prepared by Ocmulgee Business Process Solutions from the cited independent source. This is not an Ocmulgee client engagement or an original Ocmulgee result.

## SOURCE [1]

Lam, Tang and Wong, 2024. Raising Logistics Performance to New Levels through Digital Transformation. <https://doi.org/10.1177/18479790241231730>

Peer-reviewed SAGE research article | Size basis: The peer-reviewed article explicitly classifies the whole company as a medium-sized logistics company.