



THE PRACTICAL GUIDE TO

Growing Your 3PL Warehouse

ACHIEVING PROFITABILITY IN THE LOGISTICS INDUSTRY

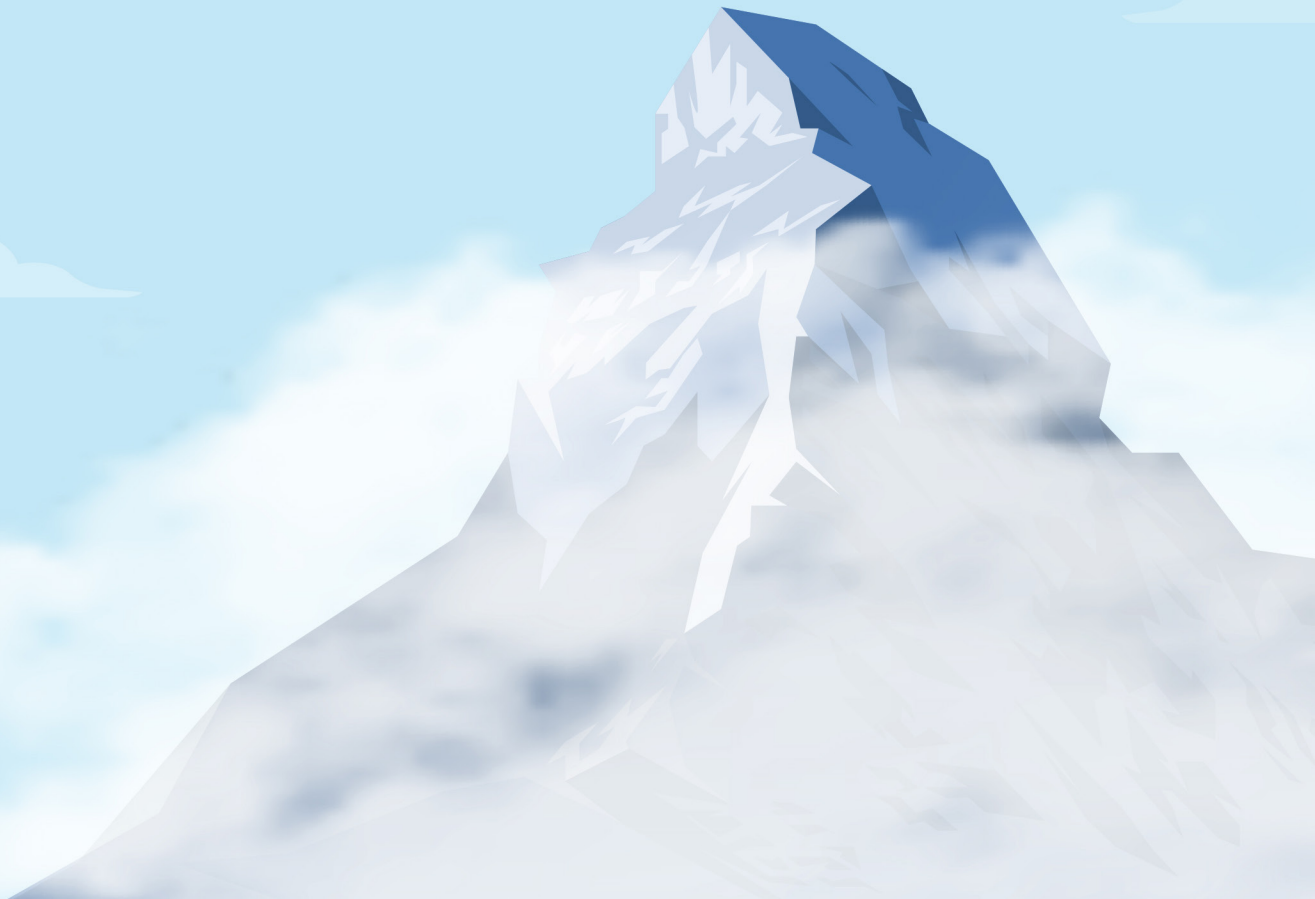


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The supply-chain and logistics industry is evolving like never before. What was once a largely B2B industry is now beginning to focus more on B2C fulfillment while every day, innovative new entrants, technologies, and competitors infiltrate the complex world of logistics.

3PL warehouses now play a much larger and pivotal role for their clients. In many cases, 3PL warehouses must be able to not only sell their 3PL services, but also offer the expertise, technology, and competitive features required to truly be an extension of their customers' teams.

Turn eCommerce and Logistics Industry Growth into a Competitive Advantage

Spending in the logistics industry totaled **\$1.48 trillion in the United States alone in 2015**, representing **a full 8% of the United States Gross Domestic Product**. And experts are predicting even bigger numbers worldwide.

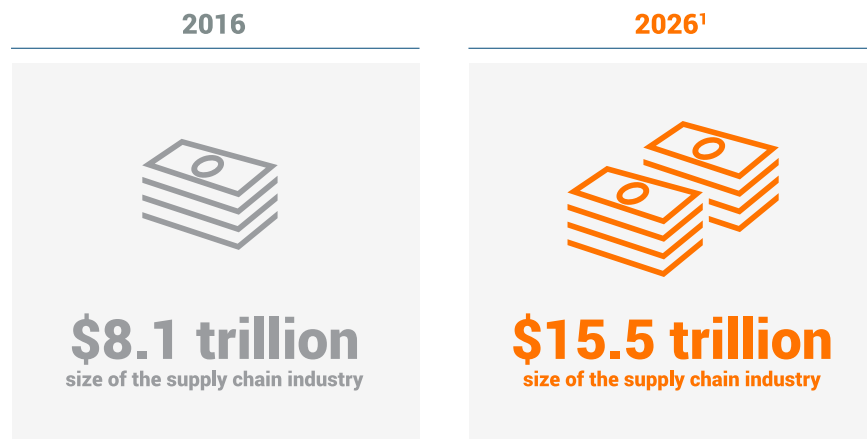


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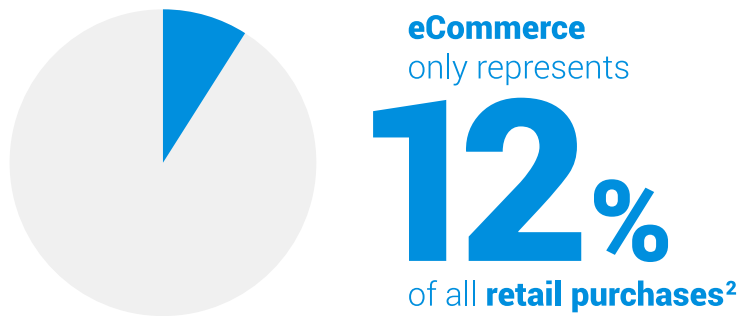
8%

of the United States Gross
Domestic Product

The current forecast calls for the size of the already massive international supply chain industry **to nearly double** from **\$8.1 trillion in 2016 to \$15.5 trillion by 2026¹**.



This expansion will be powered by the surging growth of consumer demand and eCommerce purchases. **While eCommerce only represents 12% of all retail purchases²**, this percentage is expected to expand dramatically over the next decade.



According to Statista, in the **U.S. alone, retail eCommerce is expected to grow from \$409 billion in 2017 to a staggering \$638 billion by 2022³.**



United States 2017



United States 2022³

Retail eCommerce
\$409
billion



Retail eCommerce
\$638
billion



Globally, Statista forecasts worldwide eCommerce to grow from **\$2.3 trillion in 2017 to nearly \$5 trillion by 2021⁴.**



Globally 2017

Globally 2022³

Retail eCommerce
\$2.3
trillion



Retail eCommerce
\$5.0
trillion



These enormous numbers represent nothing less than enormous opportunities as this incredible growth will have to be supported by the logistics industry and 3PL warehouses.

Seizing these opportunities will require 3PL warehouses to adopt a proactive mindset, take strategic risks, and build even stronger bonds with their supply chain partners and the customers they serve.

But most of all, it will require 3PLs to build the type of warehousing operations that will enable them to deliver effectively on all of their promises.

To help navigate this increasing opportunity for growth, 3PL Central will share our Practical Guide to Growing Your 3PL Warehouse to give you the knowledge and tools required to be an award-winning partner to your customers, prospects, and partners.

1. 3PL Operations: How to Prepare for Growth
2. How to Identify Opportunities for Warehouse Expansion with Customers and Partners
3. How to Deliver a Superior 3PL Customer Experience
4. How to Create Ideal Processes for Growth
5. How To Identify Technology Resources for Warehouse Management



Section 01

3PL Operations: How to Prepare for Growth

Any plan to grow your warehouse must begin where your 3PL has the most control over the outcome: inside your own organization.

Implementing successful warehouse operations can be a challenge when considering the dynamic changes within the 3PL industry that are already driving warehouses to minimize expenses and maximize productivity. But if your 3PL warehouse is to grow and offer best-in-class customer service, you will need to outshine your competition in all of these areas.

Balancing efficient processes with an exceptional customer experience can be difficult in an environment that's changing constantly. But at 3PL Central, it is our experience that most successful warehouses work to control change as opposed to letting change control them.

To drive change, we recommend warehouses embrace a "growth mindset" instilled in your culture, operational processes, hiring standards, training and education efforts, internal communications, and reward structures.

Most importantly, it should be injected and developed inside of the minds of the people who serve your business and customers every day: your warehouse staff.

How To Instill a Growth Mindset Within Your Warehouse Operations

STEP 1

Map out Growth

Convene senior leadership to identify growth opportunities and how your 3PL warehouse plans to achieve and drive meaningful change. Discuss both the strategic practices required, as well as the tactical execution needed to seize new opportunities.

It is critical that managers are clear on your company goals, demonstrate their support, and understand their role in its success.

STEP 2

Monitor and Measure Performance, Profitability and Growth

Establish key metrics to monitor and measure performance, profitability, and growth. These metrics should establish a baseline of where you are today and where you would like to be – timelines can also be helpful.

Choose metrics that help develop productivity driven behavior so team members can identify with and clearly understand how they are helping to make an impact on customers and the organization. Once metrics have been established, monitor performance regularly to check in on your growth mindset.

STEP 3

Gather the Right Team to Drive Key Initiatives

Having the right team in place to implement key initiatives helps drive change more quickly. Review current staff to ensure you have the right personnel and that they are working in the job for which they are best suited.

STEP 4

Promote Message and Ensure Quality

Sharing your path for success and how your warehouse plans to monitor and measure success will ensure everyone is on the same page and working towards the same goal.

Making sure your whole team is aligned on goals and new opportunities as part of your regular communications will help promote quality and sustained relevance. Sharing opportunities can include staff meetings, departmental gatherings, and one-on-one discussions.

It is crucial that all staff members are clear on your mission, understand the critical role they play, and encourage ownership of the process.

STEP 5

Empower Teams to Succeed

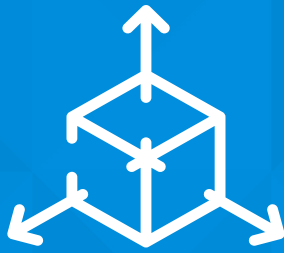
Increasing employee ownership will drive the growth-mindset required to move the needle for long-term goals. Additionally, rewarding individual staff members financially, vocally, and publicly whenever they exhibit a growth mindset will also drive a “culture of change”.

Providing great customer service, suggesting a process improvement, or referring new business are all signs that employees are on the right path.

Some organizations also consider company-wide bonuses for hitting growth targets, extra vacation days, recognition awards, or even profit-sharing plans for longer-term employees.

The clearer you are about the behavior your warehouse aspires to, and the more you acknowledge it in a tangible manner, the more likely employees will embrace change.

The key to exponential growth is building a reputation for delivering a superior customer experience. Research has shown that a corporate culture that produces happy, engaged, and fully committed employees leads to higher levels of retention, performance, and customer satisfaction.⁵



Section 02

How To Identify Opportunities for Warehouse Expansion with Customers and Partners

Once a 3PL's growth mindset has been established along with metrics to monitor change, it's time to seek new business. One of the best opportunities for new business is by expanding relationships with existing customers and partners. Current customers can also provide invaluable referrals, which can help drive your long-term growth.⁶

Your customers and partners already understand your value, are familiar with your staff, offerings, and the level of quality your warehouse provides. Customers and partners who are happy with your performance will be far more willing to expand their current relationship with your warehouse.

3PLs can also position themselves as the stakeholder to handling new requirements for providing and capturing accurate, real-time data about every order, shipment, and delivery to consumers worldwide. Sitting at the very epicenter of the supply chain, 3PLs are the nexus through which all this information flows.

With the ability to record and manage all activity inside the physical warehouse, 3PLs are in the ideal position to use their warehouse management systems (WMS) as the "one source of truth" for customers and partners alike. This critical role will increase dramatically in the next few years as the demand to capture, analyze, and forecast with data continues to grow.

Serving as the command post for customers and partners makes 3PL warehouses the ideal collaborative partner and most critical player in the supply chain ecosystem. **This unique position can provide proactive, growth-minded 3PLs the unique opportunity to upgrade their status from a disposable commodity to an irreplaceable long-term partner.**

In preparation for expanding existing relationships, 3PL warehouses will require a comprehensive action plan.

This unique position can provide proactive, growth-minded 3PLs the unique opportunity to upgrade their status from a disposable commodity to an irreplaceable long-term partner.

How To Identify and Expand Partner and Customer Relationships

STEP 1

Make a List of Known Clients and Partners

List all of the clients and partners with whom you have an existing relationship. Make sure this list is comprehensive, as significant opportunities can arise from any of them. Be sure to include:

- » Omni-Channel retailers
- » eCommerce vendors
- » eCommerce platforms
- » B2B providers
- » Supply Chain manufacturers
- » Shipping companies
- » Retailers
- » EDI providers
- » IT providers
- » Hardware vendors
- » Trucking and TMS providers
- » Other 3PLs
- » Traditional delivery partners
- » New, On-demand, Last-Mile Partners

STEP 2

Make a List of Unknown Prospects, Partners, and Providers

List promising customers, partners, and providers with whom you do not have a relationship. Use the same categories listed above to determine which organizations your 3PL would like to target for future business opportunities.

STEP 3

Analyze Customer Satisfaction

Analyze your current customers and partners to determine their levels of satisfaction with your services. Identify potential areas of weakness and address these prior to reaching out for a meeting to determine how to grow your relationship.

STEP 4

Analyze Partners

Analyze your current partners and customers to determine which might be most beneficial to pursue (who are the most likely to provide leads, expanded business, or other opportunities you're seeking).

STEP 5

Set Up Meetings

Initiate meetings with your best targets to identify issues, establish standards, and ensure total satisfaction. Always approach each meeting with the mindset of how you can help your partner or customer prosper and grow. Think of their needs first.

STEP 6

Keep it Consistent

Establish a regular schedule of meetings with the most qualified prospects to show progress, demonstrate commitment, and follow-up on new opportunities. Position your 3PL as the growth expert in its field.

STEP 7

Be Proactive

Actively look for opportunities to help guide your customers' and partners' plans for the future. This will further establish your warehouse as a proactive, knowledgeable resource who can be far more than a simple fulfillment commodity.

Knowing what your customers' plans are for the future will help ensure that your operations are ready – and could even lead to new service proposals.

STEP 8

Assess Your Progress

Re-rank your customer and prospect targets after a few meetings in terms of their satisfaction, progress made, and opportunities identified.

Use follow-up meetings to propose new services or expanded relationships. These could include value-added services like kitting, pick-pack, reverse logistics, and more. The more you know about their plans, the more you will be able to help them with additional services.

The rapidly growing logistics and eCommerce industries will offer significant opportunities for the foreseeable future. Remember that your efforts to expand your relationships with the right partners will provide benefits to all involved.



Section 03

How To Deliver a Superior 3PL Customer Experience

Two major developments have fundamentally altered the 3PL warehousing industry - the growth of the eCommerce industry and mobile phone usage for consumers. Combined, they place incredible pressure on all retailers to provide omni-channel shopping options.

This new empowered consumer now expects to have a near-infinite number of product choices to buy any time from anywhere. In addition, custom-delivery to any location they want is becoming more readily available.

While 3PLs always knew the value of their customers and the importance of their experience, consumers today now realize they are king. This new-found awareness to their importance means they will accept nothing less than a superior customer experience at every buying touchpoint. As such, any 3PL looking to grow exponentially must ensure that providing top level experience is a number one priority.

Customers' demand for a customizable experience can be a challenge for warehouses, as many of these touchpoints are not under their direct control. However, if 3PLs have built strong relationships with partners, customers, and service providers, they can have a significant impact on the final outcome.

Defining the Customer Journey

Proactive 3PLs should take the lead in defining the customer journey, as it will ultimately impact their ability to grow. The critical steps required can be broken down into the following four time frames:

STEP 1

Before the Consumer Begins Shopping

Before a consumer is ready to add items to their shopping carts, 3PLs need to ensure their systems are fully integrated with their suppliers, customers, clients' websites, and delivery partners.

Every system must be using up-to-date software and features, be tightly integrated, and thoroughly tested. 3PLs should also have the capacity to scale quickly to safeguard against digital demand spikes so they will not impact their ability to provide superior service.

Once warehouse technology is tested and approved, having a process to confirm customer brand images and packing standards will ensure 3PLs are able to comply with brand standards and train their teams so they can successfully deliver on brand promises.

In addition, 3PL warehouses need to have a bench of back-up partners to handle potential fulfillment overflow. Contracting with specialized providers like local same-day delivery services offers shoppers multiple delivery choices and increases satisfaction.

Every aspect of each customer's fulfillment chain must be locked down before any shoppers arrive. In today's high-speed and zero-tolerance-for-mistakes world, waiting until a consumer arrives will be too late.

STEP 2

While the Consumer Is Shopping

Today's consumers will settle for nothing less than instant, accurate product and delivery information 24/7. This information must be easily accessible via mobile devices. Therefore, it is critical that a 3PL's WMS is seamlessly integrated with suppliers, retailer product information, eCommerce engines, warehouse inventory, and delivery provider communication systems.

The ability to offer a consistent and smooth experience will remind your customers of your warehouse's value. Just like 3PL competitors, every one of your customer's competitors is a single tap away. Today's consumers will not hesitate to switch to another vendor at the slightest hiccup.

STEP 3

After the Consumer Has Made Their Purchase

The efforts a 3PL warehouse puts into building a flawless, integrated order management system come into play immediately after a consumer makes a purchase. Information needs to be 100% accurate, retailers should be notified in the event of a pick-up request, and/or the right delivery service should receive their marching orders.

This is the time when 3PLs can have their greatest impact on the consumer's ultimate purchase experience. The physical picking, packing and fulfillment process is being handled within the confines of the warehouse's four walls and they hold the keys to the buyer's satisfaction.

Providing "white glove" treatment to every order received will leave the consumer, and your customer, with a feeling that the level of service they received exceeded their expectations – and will keep them coming back for more. Ensuring that your customer's brand is managed to their standards is 3PL's single-most important job.

This is also the time when strong partnerships with delivery providers – including specialty and "same-day" services – will come into play. Every partner should be able to provide a seamless integration with your WMS, multiple delivery options, real-time tracking visibility, absolutely spectacular customer service, and support personnel in the event of any mishaps.

A "last-mile" delivery driver may well be the only person who ever sees a consumer face-to-face. To the consumer, they are the face of the 3PL, the retailer, and even the original manufacturer. 3PLs must ensure their delivery partners will provide a superior customer experience without any exception.

STEP 4

After a Consumer Returns a Purchase

Providing a superior customer experience does not end when the product is delivered. That's where most retailers hope their long-term relationship with consumers will begin. Smart retailers don't just want customers, they want customers for life.

One way to ensure repeat business is to provide outstanding service any time a customer contacts you – even if there is a mistake or a problem – or if the customer simply changes their mind. This is the case whenever a customer returns an item.

Returned merchandise has long been a challenge for the eCommerce industry, but it should no longer come as a surprise. UPS reported that some 1.4 million packages were sent back to retailers in 2017. They have even dubbed January 4th as "National Returns Day."⁷ 3PLs should not look at this as a problem but rather, as yet another opportunity to provide sterling service.

Most of all, 3PLs should work to make the entire return process as "hassle free" as possible. Offering clear return instructions when the package is sent, complete visibility into the process, and helpful customer service agents on demand will establish your 3PL as the true partner of choice for retailers.

Whether a 3PL warehouse is managing their customer's brand image, facilitating a delivery or handling a return, growth minded organizations must understand that they are not just processing a consumer's current order, but setting the stage for all future orders to come.



Section 04

How To Create Ideal Processes for Growth

Just like every other part of a 3PL's business, internal processes must be built to anticipate, quickly scale, and flawlessly support any rapid expansion. And a warehouse must be able to do so with maximum cost-efficiency.

In short, warehouse processes and operations must be built to provide peak levels of performance at all times, especially when a warehouse may have just taken on a new customer or if they are hit with an unexpected surge in demand.

How-To Create 3PL Operational Processes That Enable Rapid Growth

In order to create the type of internal processes needed to support and sustain the levels of growth a 3PL desires, we recommend the following 7 steps:

STEP 1

Analyze and Grade Existing Processes

This should include both physical warehouse layout, existing equipment, staff deployment, and existing fulfillment methodologies.

3PL warehouses should assess each process individually to determine if they are as efficient as possible. Additionally, they need to be capable of scaling almost instantaneously and in a manner that will still remain profitable.

STEP 2

Monitor Productivity, Efficiency, Output, and Accuracy

Building ways to monitor processes will allow 3PL warehouses to create a baseline for future comparison. Measurements also provide the capability to measure output at the individual process level.

It is important that these measurements are tied directly to overall growth plans for your business. Growing quickly can often leave warehouses scrambling and unsure how to address inconsistencies. Having metrics to help show how you can improve productivity and profitability will offer your warehouses the opportunity to quickly pivot to address inefficiencies with people, process, or technology.

STEP 3

Assess Future Growth Aspirations of Customers, Partners, and Your Business

A growth-minded 3PL should plan for future expansion. Ideal operational processes need to be designed to handle multiple customers and multiple warehouses simultaneously without hindering a warehouse's ability to take on new customers and partners.

Knowing how current customers and partners plan to grow their own businesses allows your warehouse to address their future needs without missing a beat or cutting into profitability. The opportunity to forecast where you may need additional training, updates to current workflows, or potentially new technology will reduce errors and alleviate pitfalls.

STEP 4

Assess Processes to Handle Anticipated Surges In Demand

Demand surges include the annual holiday season or a specialized, pre-known “hot season” for one of your customers (e.g., flowers for Mother’s Day).

To ensure such short-term sprints are always handled seamlessly, 3PLs should always develop solid back-up and overflow plans before the season arrives.

This may include the hiring of temporary staff, or having access to additional workers on-demand. It could also include renting additional short-term warehouse equipment or even partnering with an innovative new service.

STEP 5

Assess Processes to Handle Unanticipated Spikes In Demand

3PL warehouses who serve multiple eCommerce clients, or who are planning to pursue them as customers, need to have a plan for viral eCommerce. Remember, such clients are not confined by the limits of a physical store.

Any customer with an eCommerce operation can potentially receive a nearly unlimited number of orders at any time without warning. Have a plan in place for over-flow services to avoid this pitfall.

STEP 6

Determine the Most Impactful Upgrades

The most cost-effective improvements will be the operational, staffing, and warehouse and fulfillment process configuration changes you can make with little to no investment. In the short-term, one might also consider leasing needed equipment like mechanized forklifts or temporary racking solutions.

Once a warehouse has fully analyzed their current system's ability to support future objectives, it is likely that they will identify areas that could be improved with new hardware or software purchases or by hiring additional staff.

Any new purchase can be a tricky proposition, as it can require the outlay of cash before any new revenue begins flowing in. But growth-minded 3PLs must be willing to take such risks if they are to position themselves to seize the opportunities ahead.

STEP 7

Focus on the Processes That Enable the Growth Goals of Your Clients, Partners, and Business

Your ultimate goal is to build ideal warehouse fulfillment operations that perfectly blend your technology, warehouse layout, equipment, and staff members. This will enable your warehouse to handle any business that comes your way – and facilitate your future growth plans.



Section 05

How To Identify Technology Resources for Warehouse Management

Growth-minded 3PLs will need to consider the purchase of new technology as well as the addition of new value-adding partnerships to thrive in the evolving world of logistics.

By combining technology and partnerships, 3PL warehouses have the ability to solve for obstacles that may appear in their growth path. These include:

- » The increasing demands for speed, transparency, visibility, and accountability from supply chain partners
- » The ability to scale instantly in an efficient and cost-effective manner
- » The ongoing shortage of qualified warehouse workers
- » The overarching demand to provide consumers real-time information, unlimited options, and a superior customer experience at every touchpoint

The challenge for all warehouses is the same: How can you be sure to get all of this right? Present-day growth-minded 3PLs will not be able to expand with outdated software. However, warehouses certainly don't want to overspend and buy more than they need or waste money on technologies that will become obsolete within a few years.

Choosing the right partners will be tricky, as well. Your 3PL must ensure that any potential partners share your values, can integrate seamlessly with your WMS, and will handle your customer's brands as carefully as you do.

How To Identify the Technological Upgrades and Partnerships Required to Grow

To keep ahead of the curve but not break the bank, we recommend the following seven-step process:

STEP 1

Review Warehouse Growth Goals

Start by reviewing your warehouse's own growth goals, opportunities, and ambitions with senior leadership and key decision makers. Be sure to include representatives from IT, operations, customer service, and sales, as all will be impacted.

Understanding your warehouse's objective to optimize operations and performance will help in the creation of a road map and steer teams in the right direction. Having clear objectives and goals that are vocalized across the entire warehouse will be key in staying on track – whether that be speed, efficiency, or accuracy.

STEP 2

Learn Warehouse Customer and Partner Objectives

Next, review the goals and future plans of your customers and partners. Discuss potential upgrades and timelines. This will provide an opportunity for your 3PL to showcase your expertise with fulfillment technology and demonstrate your value as a long-term partner.

This exercise will also identify areas where your warehouse may need to invest or learn how to best support the plans of forward thinking customers and partners. Knowing the short-term and long-term goals will offer your warehouse the opportunity to be the expert in advance of new requirements.

STEP 3

Analyze Technology

Analyze the current state of your warehouse technology. Is it sufficient to facilitate the ambitious goals of your warehouse, customers, and partners? Will it enable you to scale quickly and handle unexpected surges without impacting profits or the ability to provide a superior customer experience?

If not, it may be time to consider upgrading. Be sure to examine how technology will support any plans for expansion or the purchase of new facilities. This is especially important if you plan to purchase a Warehouse Management System. An on-premise WMS installed on a local server isn't always aligned with growth goals. Not only will it require a large up-front investment, non-SaaS (Software As A Service) or Cloud-based software will not be accessible to your sales force or customers when they are on the go. Be sure to consider the needs within and outside of your four walls.

As the logistics community evolves, so do the demands of the entire supply chain. Trends of 3PL warehouses collecting more and more data is now becoming the norm. Insights about warehouse transactions, cost analysis, and future forecasting are very interesting assets to 3PL customers and partners and can be a differentiator between your warehouse and the competition. The ability to offer reporting, access to inventory, and email notifications readily available in Cloud-based solutions may be the way to go.

Analyses of your data could reveal where you can improve efficiencies, increase profits, or even find new sales, service or product opportunities.

STEP 4

Know the Competition

Competition is fierce in the 3PL community. Knowing what value-added services, pricing, and technologies your competition is using will not only tell you what's working for them, but what's considered to be the standard and "good enough" for their customers.

3PLs looking to grow in today's hyper-competitive environment must invest in technology that offers capabilities that are superior to other warehouses. In addition to improving your profitability, such software could be a critical differentiator in future sales pitches – especially with today's tech-savvy eCommerce customers.

STEP 5

Be Aware of the Latest Trends

Keeping tabs on the latest innovations within the supply chain industry might as well be a full-time job. Advancements are making their way to warehouses more quickly than ever before.

Knowing what logistics software providers are making an impact will help your warehouse identify the latest trends and gaps that may exist within your own technology stack.

Review service requirements, benefits, costs, and possible downsides for new entrants with your senior management as well as your IT professionals. Perform a cost benefit analysis on each and learn how to tie these to your own growth goals.

Focus more on software that will enable long-term growth over fulfilling a particular short-term need. Schedule demos with the most promising candidates and add to your roadmap as necessary.

STEP 6

Fill the Gaps with Partners

Having an understanding of the latest technological innovations is the first step to advancing warehouse growth. However, implementing new technologies or services may not always be the answer. There are many opportunities to partner with service providers who can enhance customer satisfaction and make a positive revenue impact for your warehouse.

Identify potential partners who can help you handle physical surges in demand, enhance your ability to provide an exceptional customer experience, or fill any other gaps identified.

Rank potential partners by cost and benefits – but mostly by their ability to help your 3PL provide a superior customer experience. This will be the key to your growth.

Additionally, you'll want to review potential value-added partnerships with third-party vendors or same-day delivery services as the cost to add in-house may outweigh the benefit to customers. Partnering provides warehouses the ability to scale and offer the services 3PL customers require.

STEP 7

Make it Happen

Reconvene with senior decision makers, articulate the pros and cons of the software and partner options you've researched – and then make your choices. Now is the time to make adjustments based on customer expectations, partner goals, or new technologies.

Make no mistake, these choices will involve a certain amount of stress and risk along with a strong faith in your future. This is one of the greatest challenges when it comes to making a large investment. However, understanding your customer and partner goals, knowing your competition, and researching the latest innovations in the marketplace will allow you to easily pivot if necessary.

Taking the time to research and understand the entire supply chain ecosystem with definitely strategically position your 3PL warehouse. Weighing the pros and cons will help you ascertain if implementing new technologies will deliver enough new business to show a positive ROI. Similarly, as you're evaluating new partnerships make sure to consider if the new capabilities will bring not just more work, but instead more profits. Above all, make your focus goals that enable your warehouse to strategically grow, not just get bigger and busier.

3PL warehouses are firmly positioned to achieve maximum profitability in today's logistics industry when people, process, and operations are aligned within your warehouse. A warehouse's ability to examine growth potential, communicate well with customers and partners, and optimize workflows and technology will empower 3PLs to continue to play their pivotal role within the logistics community.

About Us

3PL Central provides the leading cloud-based warehouse management system (WMS) designed to meet the unique needs of the 3PL warehousing community. Serving as the central command center, our platform, 3PL Warehouse Manager, gives warehouses the ability to view, connect, and control their entire fulfillment network from a single cloud-based interface. As a dedicated partner to our customers, 3PL Central offers enterprise-level inventory management, support, connectivity, flexibility and compliance for warehouses operating in increasingly complex environments. Our WMS tools seamlessly integrate with a growing number of eCommerce options, EDI providers, ERP platforms, accounting packages, shipping partners, and other supply chain technologies to deliver a platform that grows and scales with 3PL businesses and their customers. To learn more, please visit 3plcentral.com.

Interested in learning how we can help drive change for your warehouse?

Contact us for a demo of our award-winning, cloud-based warehouse management system

[REQUEST A DEMO](#)

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2. <https://www.shopify.com/enterprise/the-future-of-ecommerce>
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