

3PL warehouse automation with low-code



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The company

Industry: Third-party logistics (3PL)

Employees: 20-50

Founded: 2014

HQ: California, USA

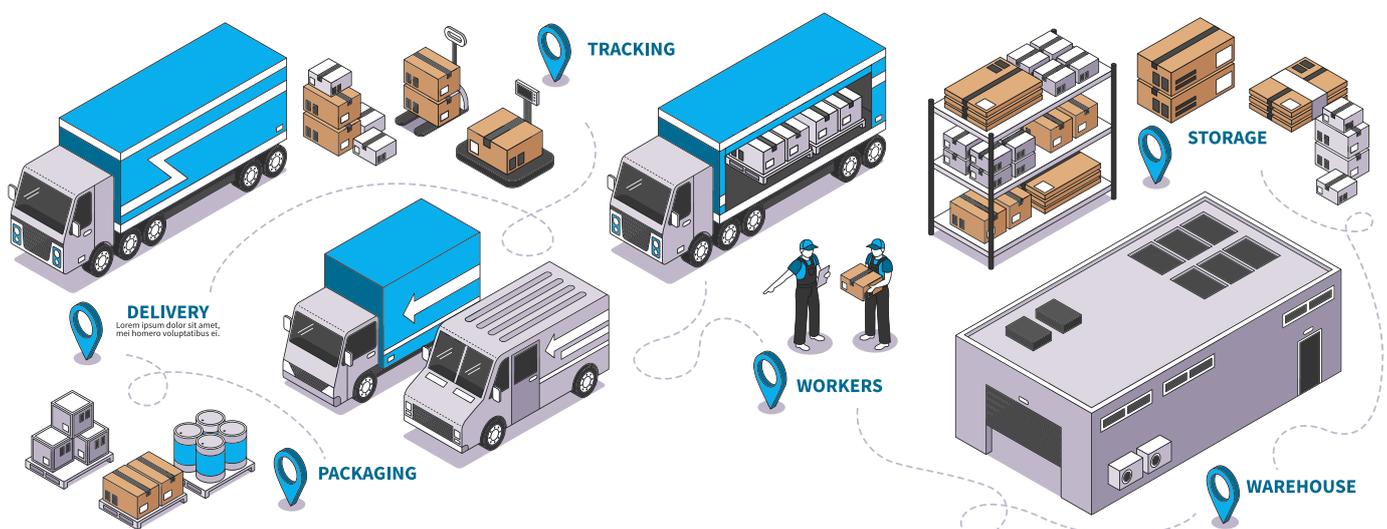
Co-founders: Shachar Kaniel and Eran Riban

Ship my Deal is a fast-growing third-party logistics (3PL) service provider that helps ecommerce sellers fulfill their online orders.

Their investment in providing logistics solutions and excellent customer support has helped them grow at a breakneck speed over the years.

What started as a small business out of a garage is now **two massive warehouses and multiple smaller units around Temecula, California.**

Their combined storage space exceeds **30,000** square feet.



Services

Companies like Amazon and Walmart don't deliver products in all regions across the globe, and they don't let sellers utilize more than a specific amount cubic space in their warehouses.



We started Ship my Deal when we saw the gap in the market. We offer sellers the flexibility of using as much space as they need while helping them deliver their products across the globe.



Shachar Kaniel
CEO, Ship my Deal



Warehousing solution



Order fulfillment



Cargo unloading



Inspecting and handling returned items



Short & long term storage



Global delivery



FBA preparation

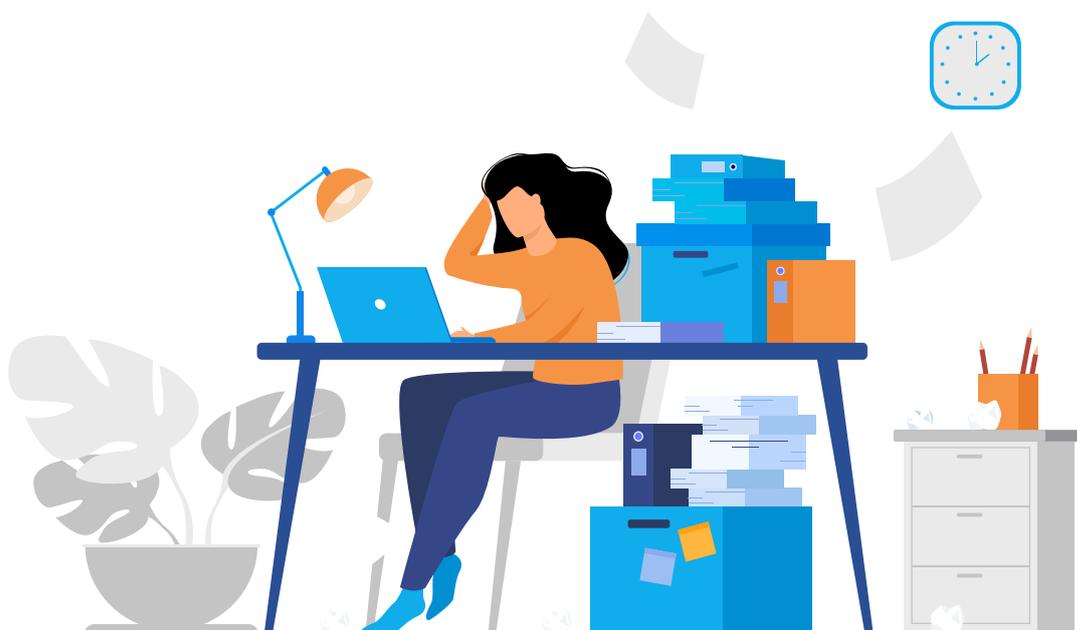
The challenge

We started with Excel at Ship my Deal. We made an Excel sheet for every seller we served. At the end of every month, we manually went through each spreadsheet to cross-check the services the seller used in the month. We then created an invoice and sent it to the seller via QuickBooks.

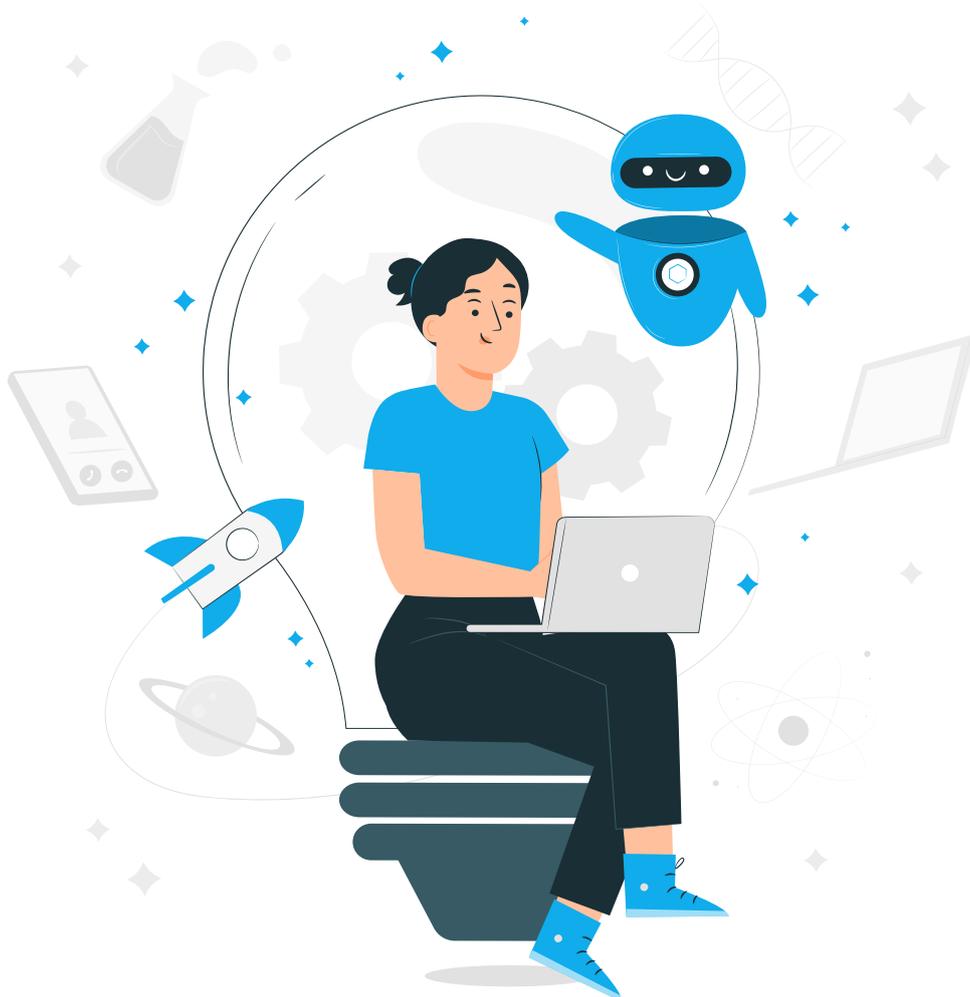
Employees were able to manage clients using Excel in the early days of SMD. But as the company grew, so did the data.

We onboarded more and more sellers. And just making invoices was so hard and time-consuming, not to mention recording every service that we delivered to each seller. It slowly started getting crazy for us.

I started searching for a solution. We found lots of software for warehousing and logistics, but they were made for keeping bigger players in mind, cost over \$1,000 a month, and didn't offer any flexibility in terms of features.



**“
I looked at Creator and
started playing around
with the product. That's
when I realized this is
what I needed.
”**



The solution

Shachar comes from a project management background, with experience building business processes and software workflows. She created the outline of the system she needed, and all she needed was someone who could help her develop it.

SMD started the development of their logistics platform with a Zoho Partner based out of the US, but later switched to working with GKB Labs, who now help support the project.



The Partner created the initial system for us, and we moved everything there. Then we started adding more and more features. Within a couple of weeks, we built a comprehensive platform for our company.



Shachar Kaniel
CEO, Ship my Deal

Zoho Creator is just like magic. The sky's the limit with Creator. Every time I use it, I can imagine what else we can add to the platform—and within a couple of days, the feature is live!

Platform features:



Incoming dashboard

This allows SMD's employees to see all the incoming items, their space requirements, further shipping details, special requests, and more.



Outgoing dashboard

Employees can access this dashboard to see which items have been fulfilled, the item's status, and more.



Invoicing

Creator helps record all the services SMD provides to each seller, and allows employees to create thorough invoices, without a lot of effort.



Seller portal

An online portal that customers (sellers) can access. Sellers can see the status of their items, request services, and access invoices.



Partner support

GKB Labs, a Zoho Partner, helped Ship my Deal further develop their warehousing and logistics platform.



GKB really helped us get things done. Before them, we were having a hard time getting features in a timely manner. They offered the support of dedicated business analysts and Zoho Creator developers, who quickly understood our processes and helped us create thorough documentation and develop new features.



Shachar Kaniel

CEO, Ship my Deal



Benefits and ROI

Zoho Creator is our single source of truth that runs our business operations—we start and end our day by checking it. The key benefits we see are efficiency and transparency. We're able to automate most of our time-consuming, repetitive tasks while being able to provide so many details to the customer.



10s of hours saved every week

- Item tracking
- Service record-keeping
- Invoicing



Improved customer trust

By providing up-to-date information through notifications



Better decision-making

With advanced analytics and reports

The bottom line is that Zoho Creator enabled us to scale. I mean, without it I would be spending most of my working hours just creating invoices instead of coming up with new services for our customers.

Looking forward



We want to further scale our shipping volumes in 2022. To get to it, we're working with GKB Labs to integrate our Creator app with Zoho Analytics and create advanced forecasting solutions. We also plan to invest our resources in further improving customer communication using email automation tools.



Shachar Kaniel
CEO, Ship my Deal



About GKB Labs

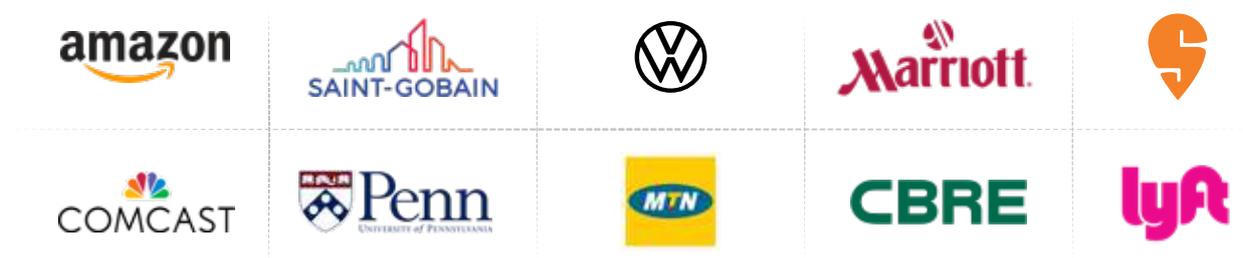
GKB Labs is a Zoho Partner focused on technology solutions that help clients to accelerate growth, streamline business processes, and analyze data. They specialize in implementing Zoho applications and external integration with third-party services.

To learn more, visit their website - <https://gkblabs.com/>.

About Zoho Creator

Running a business is no mean feat, and we believe we can help. At Zoho Creator, we've always worked towards a key purpose—enabling citizen developers to build functional apps without having to learn to code. Rapidly build custom applications that are a perfect fit for your business, or choose from our extensive range of pre-built apps and modify them. Just sign up, pick a plan, and start building!

Top brands that use our platform:





www.zoho.com/creator

We'd love to talk! Reach out to us:
hello@zohocreator.com



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