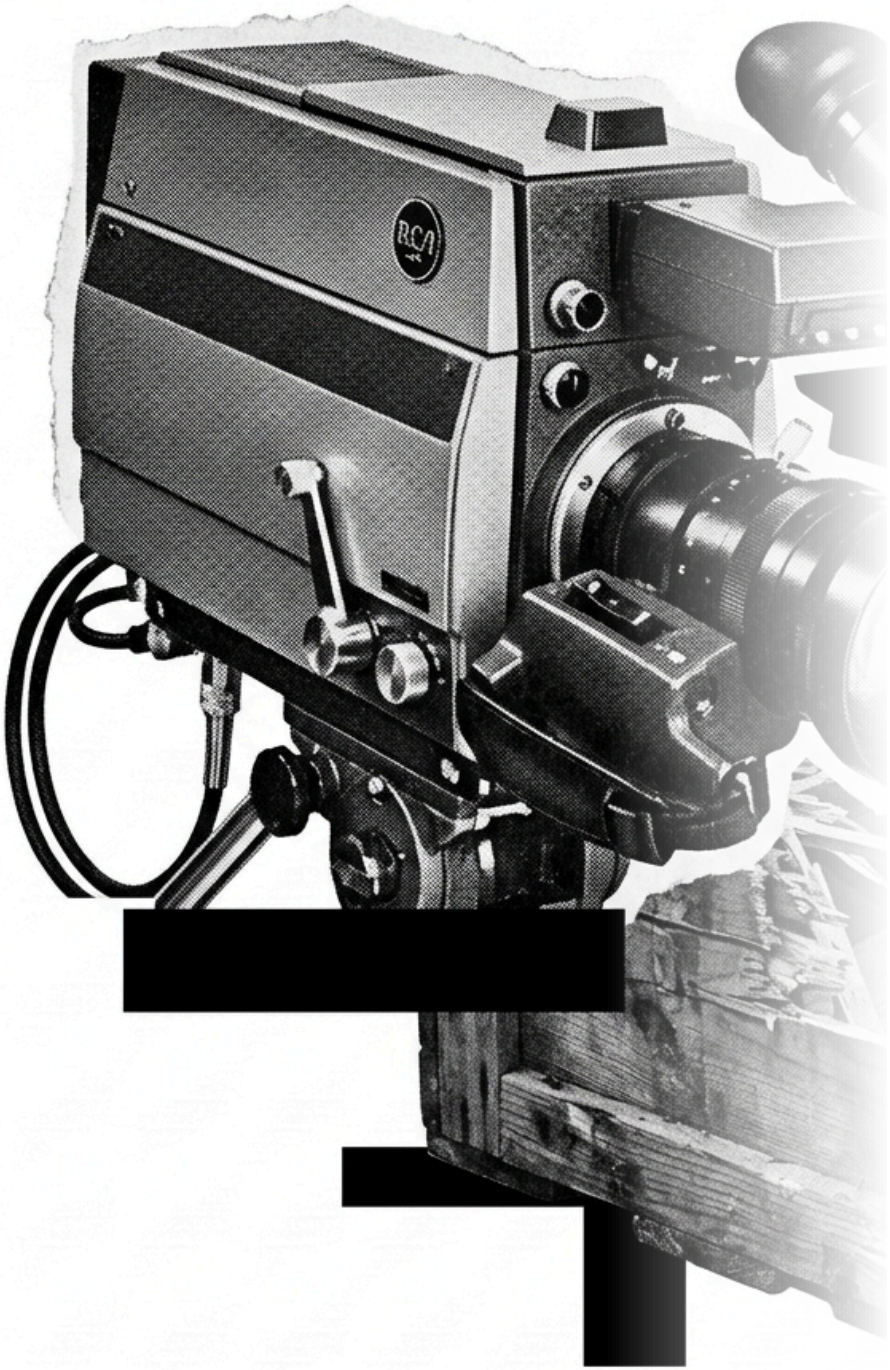
packchain



REDUCING DAMAGE CLAIMS WITH HIGH DEF CAMERAS

"IQpack has helped us improve our processes with quality, packaging operations, and shipping.

A leading cabinet manufacturer makes high-end cabinet doors that can cost over $500 each. Even so, they still receive hundreds of damage claims per month.

The company didn't know the condition of the doors because they did not record the packing process. Over time, rising replacement costs and long claims investigations hurt the business.

To solve the problem, we installed high-quality video cameras and **packchain** at three facilities. Our **Perfect Manifest** system records the entire packing process in 4K video from different angles. The software connects each video to its Order Number and saves it. Now, clear proof of the exact color, size, and condition of every shipment is recorded and easy to find.

We audited progress after 125,000 shipments and found that packers had made only 13 mistakes. This top cabinetry vendor could now prove they were shipping the right order, damage free 99.99% of the time. This reduced replacement door spend by $166k annually, and **packchain** made quality claims verifications 10x faster.

PACK ACCURACY

99.99%

ANNUAL SAVINGS

$166,000