

VALIDATE PRODUCT DIMENSIONS WITH CUBISCAN

BIG BIKE PARTS

CUBISCAN 110 PROVIDES BIG BIKE PARTS, INC. WITH DATA INTEGRITY AND HELPS ELIMINATE COSTLY CHARGEBACKS

CUSTOMER

Big Bike Parts, Inc. focuses on quality products and customer satisfaction as it designs, manufactures, and distributes motorcycle accessories.

CHALLENGE

Finding a way to validate product data on 1,200 SKU's and 350-500 weekly shipments that isn't too time consuming or costly.

SOLUTION

The Cubiscan 110. It provides Big Bike Parts with accurate dimensional data and helps in eliminating costly chargebacks for incorrect DIMs.

RESULTS

- 5% savings per quarter
- Eliminated chargebacks and additional freight bills for incorrect DIM weight calculations
- Significantly faster shipment times

Accurate Data Leads to Enhanced Customer Experience

Big Bike Parts, Inc is a designer, manufacturer, and distributor of its own line of motorcycle accessories. Big Bike Parts is committed to always bringing the quality its customers have come to expect, offering the largest selection of aftermarket chrome bolt-on touring and cruiser accents, lighting, covers, and soft luggage.

Powersports Business annually conducts a review of new products in the motorized sports industry and selects the top products for that year, resulting in the Powersports Business 50 Nifty winners. Selections are made based on the importance of the new product and the value it provides to dealers and consumers. In 2017, Big Bike Parts became a repeat Nifty 50 winner. Located in Rice Lake, Wisconsin, Big Bike Parts has provided quality accessories for over 35 years, enhancing thousands of riders' experiences.

Fighting Chargebacks and Learning to Dimension Efficiently

Big Bike Parts realized that something needed to be done about the daily challenges it faced. George LaBonte, Vice President of Big Bike Parts, said,

"We currently have approximately 1,200 SKUs of our own product lines. Inbound shipments are usually containers, outbound shipments are approximately 350-500 shipments a week."





With that kind of volume, Big Bike Parts needed to eliminate the costly and time-consuming process of manually measuring boxes. Chargebacks for incorrect dimensional weights were also costing Big Bike Parts big money. Big Bike Parts brought in a Cubiscan to overcome all these challenges.

Cubiscan 110 Provides Accurate Data Quickly and Efficiently

George LaBonte decided that a Cubiscan 110 could help his company achieve its goals. LaBonte told us, *"We initially brought in a Cubiscan because we were receiving additional freight bills for packages that were calculated differently than we calculated. We were also hand measuring abnormal boxes with a ruler, which was time-consuming."* He continued, *"Now with the Cubiscan our dimensional data is automatically collected and then sent to our manifest systems with UPS and FedEx; we also manually input it into other smaller, local shippers' systems. The data is then used to accurately determine shipping charges, and ensure correct DIM dimensions are provided."* The Cubiscan 110 proved to be a valuable tool for Big Bike Parts.



"Collecting accurate cube data from our Cubiscan has sped up shipment time significantly, as we used to have to manually measure any boxes that were cut down, or custom-sized. It has also eliminated costly chargebacks for incorrect DIMs," said LaBonte. "Overall, our Cubiscan has helped us eliminate the tape measure, decrease carrier chargebacks, streamlined our picking, packing, and order fulfillment, minimized our parcel shipping/DIM weight charges, and made it easy to transfer data to FedEx's Ship Manager and UPS's WorldShip applications.

I WOULD ESTIMATE THAT OUR CUBISCAN SAVES US 5% PER QUARTER."

With the Cubiscan 110, Big Bike Parts can continue to enhance the rider's experience.

Cubiscan 110

With a new twist on static dimensioning, the Cubiscan 110 provides you with a flexible and convenient layout that allows for pass-through package processing. The Cubiscan 110 can measure objects up to 30 x 24 x 36 inches with an accuracy of 0.1 inches. Easily gather data and pass it along to nearly any system. Improve multiple aspects in your warehouse one simple way—with the Cubiscan 110.

