



"I would definitely recommend Shipping Solutions. It's not only a quality product, but the customer service and support team is exceptional. You really can't ask for a better program."

-Debbie Romine McMillan

## COMPANY

Spenco Medical Corp.  
Waco, Texas

[www.spenco.com](http://www.spenco.com)

## AT-A-GLANCE

**Industry:** Footwear  
**Shipping Solutions**  
**Version:** Professional 9

## INTERVIEW

Debbie Romine  
McMillan,  
Transportation Order  
Manager



**Spenco Medical Corp., headquartered in Waco, Texas, is an innovative healthcare company that specializes in high-quality insole and footwear products.**

The company is also known for its advanced sports medicine and first aid products. According to Debbie Romine McMillan, Spenco's transportation/order service manager, the company distributes and sells thousands of products through its website and a vast network of dealers.

Spenco began using Shipping Solutions Classic in 2003 to replace an outdated processing system, which consisted of manually processing their export shipments.

This also helped streamline their international process system. In 2009, Spenco upgraded to Shipping Solutions Professional which now keeps them up to date with international regulations and processes.

### **A Big Time Saver**

For Debbie and her team, the biggest time-saving benefit of Shipping Solutions is its search function. "Even

though we keep hard copy files, you can always go back and reference an order so much easier by just searching for it," she shares. The database alone—which holds products, customers and vendors—just makes things so much easier!" she says.

Debbie says, "Shipping Solutions is so user-friendly it doesn't require a lot of hands-on training. Your forms are always up to date, and the compliance and screening options are very good."

When Spenco evaluated a handful of potential software packages in 2003, Shipping Solutions emerged a clear winner, recalls Debbie. "We did look at a few other software packages, and to be honest, we went with Shipping Solutions because I felt like it was more of what we needed. The features and ease-of-use were good. And also the cost."