

Shop.org Solution Spotlight

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retail
TouchPoints

Kiva Systems Automates Pick, Pack and Ship Processes



Today's e-Commerce activity is putting more strain than ever before on order fulfillment operations at the distribution center. Savvy consumers expect free shipping, overnight delivery, guaranteed product availability and merchandise variety.

Internet retailers are quickly realizing that what was once a practical solution for their fulfillment operation — when they had predictable sales volumes and consistent product offerings — is no longer working today.

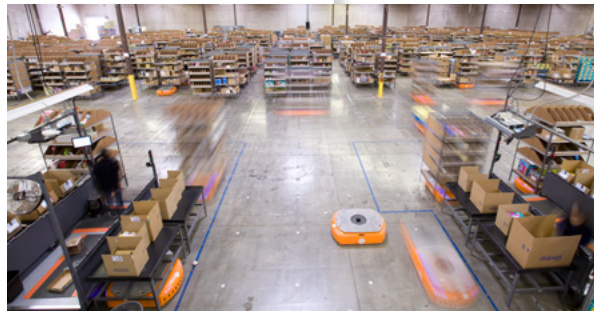
Using a fleet of mobile-robotic drive units, moveable shelves, work stations and sophisticated control software, [Kiva Systems](#) is changing the game with a complete order fulfillment solution to automate the pick, pack and ship processes.

Mobile-Robotic Order Fulfilment

The Kiva solution goes beyond traditional warehouse automation solving real-world e-Commerce challenges. Combined with barcode scanning and quantity control methods, light directed picking, put-away and order consolidation ensure that inventory and orders are 99.99% accurate.

Kiva does not require batching and waving of orders, so any online order can be processed in as little as 15 minutes from the time a consumer submits an order to when a picked, packed and labeled package is sitting on a delivery truck. Unlike traditional bolted down automation, operators can implement the solution they need to handle current volumes then add additional capacity quickly and easily if they need it later.

Kiva will be showcasing its mobile-robotic solution with a live order fulfillment picking system in **booth # 1019** at the Shop.org Annual Summit at the Boston Convention and Exhibition Center, September 12-14. During the show, attendees can participate in a live demonstration of the robotic fulfillment process by creating and submitting their own e-Commerce orders, and picking up the items in real-time right on the exhibit hall floor.



Supporting Multi-Channel Initiatives

Mobile-robotics is ideally suited to replace traditional automation, and is embraced as a competitive advantage by some the world's leading brands such as Staples, Walgreen's, Toys 'R' Us, Gap and Crate and Barrel, to high-end retailers like Saks Fifth Avenue and Gilt Groupe, to small and growing e-Commerce start-ups like Acumen Brands. Here's what some of them have to say about Kiva:

"Kiva allows us to handle a broad spectrum of constantly changing merchandise and process orders in as little as 15 minutes from the time a customer completes their online experience. Kiva offers Gilt a flexible and productive solution so we are able to expand as needed." -*Christopher Halkyard*, VP of Operations, Gilt Groupe



"Given the growth of our Saks Direct business, and our need to support critical store initiatives, this the right time for us to invest in automation. The Kiva solution is a terrific option that can more than double productivity of our operations while also offering the flexibility we need to support our multichannel, multibrand fulfillment strategy well into the future." -*Michael Rodgers*, EVP of Service Operations and CIO, Saks Incorporated



"As more consumers enjoy the simplicity and ease of online shopping, Toys 'R' Us continues to invest in e-Commerce enhancements to advance customer service and satisfaction across



all shopping channels. We believe the facility will play an important role in further accelerating our company's online business growth and order fulfillment. With a dedicated Internet hub for pick, pack and ship, Toys 'R' Us will be able to process and ship most e-commerce orders in the western U.S. in about two business days." -*Jerry Storch*, CEO, Toys 'R' Us

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