

# COCA COLA ENTERPRISES CASE STUDY



“As part of the 3 year plan for Field Engineering we wanted to increase our effectiveness and after a series of trials were impressed with the range of services that ByBox could offer.”

Susanna Clarke, Coca Cola Enterprises

As one of the world’s largest and indeed most high profile companies with a reputation for excellence, the task of getting parts from Coca Cola Enterprises’ suppliers to its engineers as efficiently and quickly as possible is of paramount importance.

## the situation

Coca Cola Enterprises traditionally made deliveries to the engineer’s home. This resulted in a number of missed deliveries, damaged items and a number of claims. Items were not tracked in the field so many items were being lost.

## the solution

Firstly Coca Cola Enterprises delivers large items, therefore ByBox manufactured 180 bespoke size boxes. ByBox collect the items out of the main warehouse and send them pre 8am to these bespoke boxes. All items are tracked and traced using ByBox’ Thinventory™ software platform so Coca Cola know at what stage of the supply chain their parts are at.

### Returns & Warranty Returns

ByBox routes all return parts to the Coventry DC where they scan the label by the machine/part number. If

the item is under warranty, a specific label is produced and these are scanned/sorted when they come back into ByBox Coventry then are directed to the supplier as a return. The manufacturer then updates the status of the part by logging onto the ByBox website and entering the tracking number which then determines whether a warranty claim can be processed. This enabled Coca Cola to claim nearly £500,000 in warranty returns in 2009.

### Replenishment

Coin mechanisms are held in Coventry and when a specific returns label is put on a broken coin mechanism and this item is scanned as a return, it automatically orders a replacement item for delivery the next morning pre 8am to the engineer’s box

**ByBox is one of two companies within the UK with preferred supplier status with Coca Cola Enterprises.**

## the benefits

- Meets WEEE regulations by routing the returns back to the suppliers
- Greater productivity by engineers as all items are available for collection by 8am
- Complete visibility of all parts at all stages of the supply chain; eliminating missing parts
- Coca Cola claimed £500,000 in warranty claims in 2009
- Reliability and predictability from a distribution service provider.

**We can manage your whole supply chain process from start to finish.**

Contact us now...

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