



INNOVATING STORAGE & RETRIEVAL

# Performance Report

*Storage systems handle explosive growth and eliminate the need for a larger building.*

*When **Total System Services Inc. (TSYS)** opened the door of their new 26,000 square foot distribution headquarters outside Columbus, GA, they realized an immediate payback.*

Without White's Pallet Aisle-Saver system and the five horizontal carousels, TSYS would have had to build additional warehouse space.

The two storage systems allowed TSYS to avoid construction as well as overhead such as air conditioning, heat, electricity, general maintenance, and taxes.

The system allowed Total System Services to eliminate an additional 5,000 square feet of floor space.

One of the country's largest third-party credit card processors, TSYS uses the five horizontal carousels to store supplies and some inserts. The Aisle-Saver system stores the various preprinted statements and corresponding envelopes as well as bulk items,

## Total System Services

### Challenge:

Total systems distribution warehouse has limited space.

### Solution:

White's 5 horizontal carousels store supplies and Pallet Aisle-Saver contains bulk items

### Result:

TSYS gained 5,000 square feet of floor space.



The five horizontal carousels store supplies, while the Aisle-Saver system (in the background) contains bulk items.

like computer terminals, boxes of business forms, and larger office supplies. The carousels are replenished directly from the nearby loading dock. TSYS has the option of replenishing directly from the Aisle-Saver systems.

### Consolidation possible

Prior to the new facility, the company stored their supplies on static shelving in four different warehouses in and around the Columbus area. Besides the obvious space savings, the new systems also allow TSYS to keep up with its explosive growth.

Inventory Control Manager Steve Holt says, "These systems have allowed us to maintain a high level of service to our customers." TSYS is a leader in providing third party credit card processing services to banks and other issuers.

Even with the extra orders associated with the AT&T Universal Card, Holt says the company is now able to keep up with their daily orders, which previously was impossible.



The high-density Aisle-Saver system along with the static pallet racks provides TSYS with 2,256 storage locations for pallets.



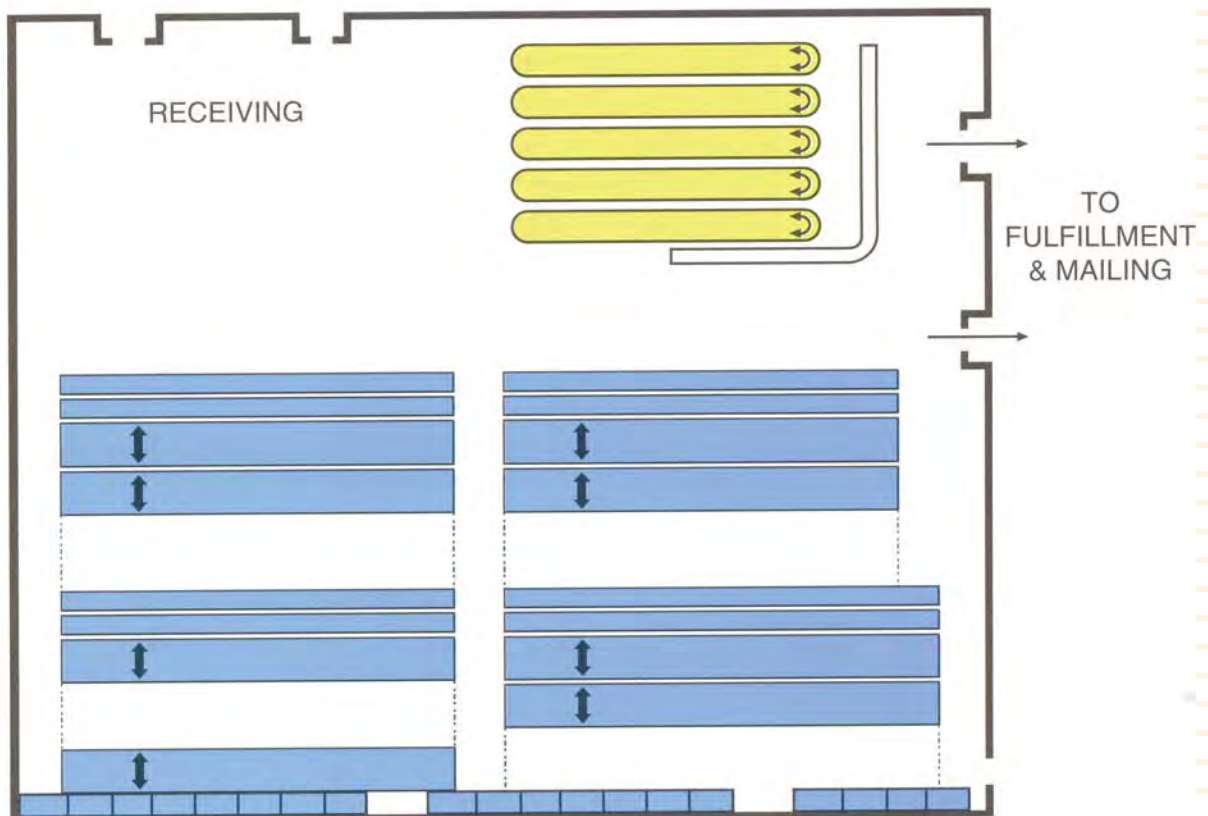
The Aisle-Saver system consists of eight movable carriages - four on each side with an aisle running down the middle.

The Aisle-Saver system consists of eight movable carriages - four on each side with an aisle running down the middle. There are also four fixed carriages - two on each side. The system provides TSYS with storage for 2,256 pallets - a total capacity of almost 4,000 tons of paper items.

### Safety Features

The Aisle-Saver system is equipped with safety sweeps to help protect operators, equipment, and items left in the aisle. The carriages stop within a fraction of an inch. In addition, a warning horn and a flashing beacon signal carriage movement. The carriages are also equipped with an anti-tilt feature and overhead limit switches to prevent carriage contact.

The solid-state controls on the system are designed so all the carriages move together, speeding up access time to an aisle. A moving carriage will come to a complete stop without touching a static carriage when an aisle is opened.



To open an aisle, an operator simply hits the “open” button on a carriage’s control panel. The carriages stop within a fraction of an inch.



### A Paperless System

The five horizontal carousels store the smaller, faster moving stock. They are divided into two pods - one with three carousels, the other with two carousels. To aid pickers and increase productivity, each pod is equipped with lighttrees and a sortbar. White’s MHS software manages the system.

Holt says, “With the systems, the location comes to you. Employees are no longer waiting valuable time walking and searching for items. Their productivity is way up.”

Induction begins at the receiving dock where pallets are scanned by bar code scanners. Based on the bar code, which includes vendor, SKU and quantity, the MHS software determines if the pallet is to be stored in the Aisle-Save system or in one of the five carousels.

At the carousels, two employees put away stock and perform all the picking. Putaways can be interspersed between picks.

The pick sequence begins when orders are downloaded from the host computer to White’s MHS software. here, the software organizes the orders into batches of eight. It recognizes and organizes picks by priority and location within the carousel.

The carousel rotates to the first location and the lighttree tells the employee which shelf to pick from, which part of the shelf to pick from and the total numbers of items to pick. After picking the stock, the employee turns to the sortbar, where eight totes representing eight separate orders are lined up. The sortbar shows how many items are needed in each tote.



During both picking and replenishing, the operator is prompted by the PC, lighttrees, and sortbars for a virtually paperless system.

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At the consolidation station, product from the Aisle-Saver system and the carousels are combined and sent on to TSYS's processing center via automatic guided vehicles.



***“With Batching, we are filling orders three to four times faster.”***

## **Batching speeds fulfillment of orders**

After each pick, the operator hits the task complete button located on the sortbar, which checks the items out of inventory. Upon completing all the picks for the given batch, the operator - via the PC keyboard - confirms that the batch is finished. The MHS then set up the next batch.

Before sending the totes - via a short, roller conveyor - to consolidation, the operator scans the bar code on the tote. This scan associates all the picked items with the tote. At consolidation, the tote is scanned a second time. This scan associates the items within the tote to the customer.

Data captured by the scanner is uploaded to TSYS's host computer. By integrating the data collection system with the carousel system, TSYS eliminated manual inventory tracking and errors. Now, TSYS has more control as well as more accuracy.

Holt says the most important advantage of using the carousels is its batching feature. “With batching, we are filling orders three to four times faster,” says Holt.

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