

CLIENT: HILLIARDS CHOCOLATES
PROJECT: FULFILLMENT

CASE STUDY



CHALLENGE

In the Fall of 2018, Hilliard's was thrilled to have made the list of "Oprah's Favorite Things". One of the stipulations of selection was that Hilliards was to showcase and fulfill their beloved Peppermint Bark and Hanukkah Peppermint Bark through Amazon.com.

Orders for their now-famous bark were about to flood in from around the country – without integration with Amazon - at volumes that were too great to handle.

SOLUTION

Within days of receiving the product in our facility, CFS successfully implemented a system integration with Amazon that allowed us to seamlessly process and fulfill orders in accordance with Amazon's strict turnaround timelines. We also provided refrigerated storage and temperature-sensitive shipping solutions, that carefully packed the Bark with gel packs when orders were destined for warm locations.

RESULTS

CFS processed and fulfilled over a thousand orders in six weeks, all in accordance with Amazon's rigorous standards. From storing inventory, to picking, packing, shipping and reporting – Hilliard's was able to meet the demand, and reap the full benefits of their prestigious recognition by Oprah!



"I am so grateful for how quickly CFS was able to ramp up a fulfillment solution for our holiday program. You made the rigorous process of working with Amazon seem effortless."

~ President, Hilliards Chocolates

