

## Major Retail E-Commerce Fulfillment Center Decreases Product Jams, Increases Customer Satisfaction with Conveyor Transfer Gap Solution

### Industry

Warehousing & Distribution

### Application

Telescoping roller conveyor into trailers

### Product

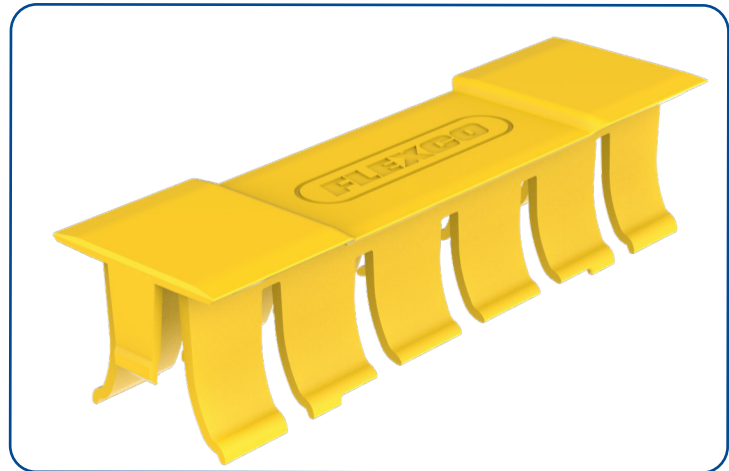
Roller Conveyor Transfer Plates

### Objective

- Reduce downtime
- Limit package jams

### Conveyor Detail

Roller Conveyor System



### Problem:

During peak logistics season, a site manager for a major retail e-commerce fulfillment center was becoming increasingly frustrated as the packages that were being loaded from their telescoping roller conveyors to their trailers were frequently becoming jammed before final loadout and shipment due to packages getting stuck in the gaps between rollers. Not only was this causing damage to the materials in their customers' orders and threatening their relationship, but it was also taking employees away from their tasks when they needed to manually put packages back on track. This was especially true as gaps were present across eight sections of telescopic roller units that spanned across a massive facility floor. With the holidays quickly approaching, the site manager knew it was time to consider a specialized solution.

### Solution:

After researching local belt conveyor service providers, their team connected with a local Flexco distributor and decided to host a territory manager for a site walkthrough to see how they could better address their downtime concerns and limit package loss and damage. Once on-site, Flexco's rep noted how often the jams were occurring in the telescoping roller conveyors, and that this could be a relatively easy fix by installing Roller Conveyor Transfer Plates (RCTPs). Because installation is as simple as

trimming one segment to fit their 28" conveyor width using Flexco's easy-to-use tools and snapping the RCTP unit into place, Flexco's rep decided to install a trial unit while on their visit. During testing, the team immediately noticed the difference as packages glided effortlessly from roller to trailer, with minimal risk of falling through gaps to the floor below. As a result, their plant manager decided to order RCTPs for all of their facility's telescoping roller conveyors.

### Result:

Once installed onto their conveyors, the facility saw an immediate reduction in downtime incidents, allowing them to better allocate their workers' schedules and site maintenance resources during such a crucial time period. Additionally, and arguably more importantly, addressing the roller gaps decreased jams, further strengthening the relationships with their customers as they were able to deliver packages on time and more consistently. Although the plant manager was only looking for a temporary fix, their RCTPs have given them peace of mind for the long term, as they have successfully remained in place for over eight months with little to no signs of wear. This proactive approach to conveyor optimization also allowed their team to find other ways to bolster productivity, which led them to identify belt transfer gaps in other areas of the conveying process. In turn, they decided to invest in Flexco's Segmented Transfer Plates (STPs) to further enhance their belt conveying process and reduce the likelihood of package jams at their facility. Overall, implementing belt transfer solutions has unlocked a more productive distribution process, keeping both their internal maintenance team and end-use customers happy.

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