



## SHIPPING SIMPLIFIED

How NMB's Packing Workbench extends beyond standard D365 capabilities to deliver smarter, faster shipping



Microsoft Partner



Dynamics 365

## STANDARD ISSUES

Microsoft Dynamics 365 Supply Chain Management (SCM)'s ability to leverage shipping rules, generate shipping labels, and streamline warehouse management processes is invaluable—when automated. Automation and data centralization are now critical components to a supply chain's success. While D365's standard feature set does a great job of solving many common business challenges, most standard setups fall short when it comes to connecting all those powerful features to real-world shipping needs.



## Time for an enhanced solution?

D365 is a powerful toolkit—but for supply chains, Independent Software Vendor (ISV) extensions are the secret to unlocking real efficiency and gaining the competitive edge. Standard D365 eases inventory management and basic warehousing, but it often misses the mark on simplifying complex shipping workflows.

For shippers, it's even tougher: the out-of-the-box setup only connects to a carrier rate engine, leaving you to build or buy a separate shipping engine—a costly and complex process.

That's where a specialized solution comes in: **NMB's Packing Workbench**. With configurable options designed for your unique needs, you can streamline operations, simplify execution, and achieve seamless integration—turning D365 into a true driver of efficiency and growth:

## SHIPPING SMARTER FASTER

## MEETING BUSINESS NEEDS

Each department and company has unique packing workflows, business rules, and financial processes that are essential to their daily supply chain operation. Enhanced shipping modules enable companies to leverage D365 to meet their unique shipping requirements.

## ACCEPTANCE & SATISFACTION

Implement industry-centric language, branding components, and procedures to boost user adoption and happiness. Rule-based parameters can automate repetitive procedures, improving the overall user experience and lowering friction with user adoption.

## DATA-DRIVEN DECISION MAKING

Although D365 has strong analytics and reporting functions, supply chain operators may adjust these functionalities to meet their own picking, packing, and shipping requirements. Improve decision-making by developing personalized reports, dashboards, and data visualizations.

## GAINING THE ADVANTAGE

An extended D365 enables businesses to differentiate themselves, create unique value propositions, and respond quickly to market changes—empowering them to deliver innovative products, services, and experiences that set them apart from competitors.



# THE STANDARD PROCESS...

The standard packing and shipping process in D365? It's 100% manual.

From creating orders, to entering license plates and shipment IDs, to selecting items, adjusting inventory, creating containers, confirming shipments, and generating shipping labels—every step eats up time and resources. The entire shipping process relies on D365, the shipping software, and carrier systems to work in perfect harmony.

The biggest gap? No built-in shipping engine. That means shippers are stuck jumping to carrier websites just to track packages or manage delays.

While shipping with standard D365 is possible, the functional gaps are clear:

## LACK OF AUTOMATION

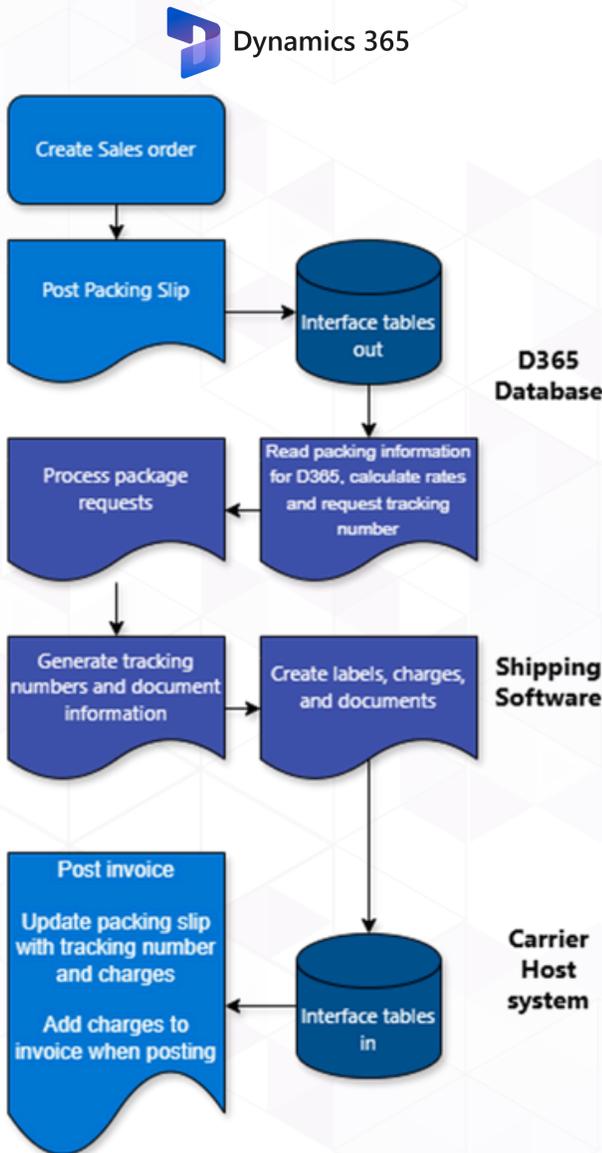
The standard system relies more on manual processes for tasks like data entry, shipment confirmation, document generation, and tracking. Shippers in the manufacturing industry, for example, often manage complex international shipping operations involving multiple carriers and stringent import/export regulations. A manufacturer exporting machinery to various countries may need to select from several carriers based on destination, cost, and service level while complying with diverse import/export rules and file Electronic Export Information (EEI) through the Automated Export System (AES) for shipments exceeding specific values or containing controlled goods. Relying on standard systems with manual processes can not only lead to inefficiencies and errors, but it could also usher in unwanted compliance risks and financial repercussions.

## LIMITED CARRIER SUPPORT

D365's out-of-the-box shipping capabilities are limited to basic carrier integrations, which means manual setups and updates. It forces many businesses to adopt manual processes or invest in costly third-party integrations. E-commerce, for example, relies heavily on shipping carriers to deliver products to customers. However, D365's limited shipping capabilities only support basic carrier integrations, forcing enterprise-level ecommerce operations to manually set up and update carrier information.

## INFLEXIBLE RATE MANAGEMENT

Without a third-party shipping engine, the standard system can't support dynamic carrier rate calculations, contract rate management, or automatic updates based on real-time carrier APIs, leading to outdated or inaccurate shipping costs. Unpredictable rates complicate budgeting and financial planning, making it nearly impossible to manage freight expenses effectively.



# REALITY CHECK: SMALL PARCEL SHIPPING

Upon its release in 2021, the 'Small Parcel Shipping' (SPS) module was touted as *the* solution to D365 parcel shipping. It's in the name: as a small parcel shipping module, it works for low-volume shippers, but for enterprise-class businesses, it still falls short.



## CARRIER INTEGRATION NETWORK

Enables communication with shipping carriers through APIs, allowing D365 to send details about packed containers and receive shipping rates, labels, and tracking numbers.



**REALITY:** Setting up carrier integrations requires manual configuration—which is complex and time-consuming—and it may not support integration with specific carriers, particularly LTL, smaller scaled, or regional ones, thereby limiting shipping options. Handling complex rate structures, such as those based on dimensional weight or specific service levels, remain challenging within the native SPS setup.



## RATE ENGINE SUPPORT

D365 SPS does not include built-in rate engines—requiring shippers to download and deploy demo rate engines via extension models. Organizations must develop or acquire these separately, adding resource expenditure and cost.



## SIMPLIFIED CONFIGURABILITY

Includes basic automation for submitting shipment details and receiving responses from carriers. It can automatically generate and print shipping labels using Zebra Programming Language (ZPL) printers.



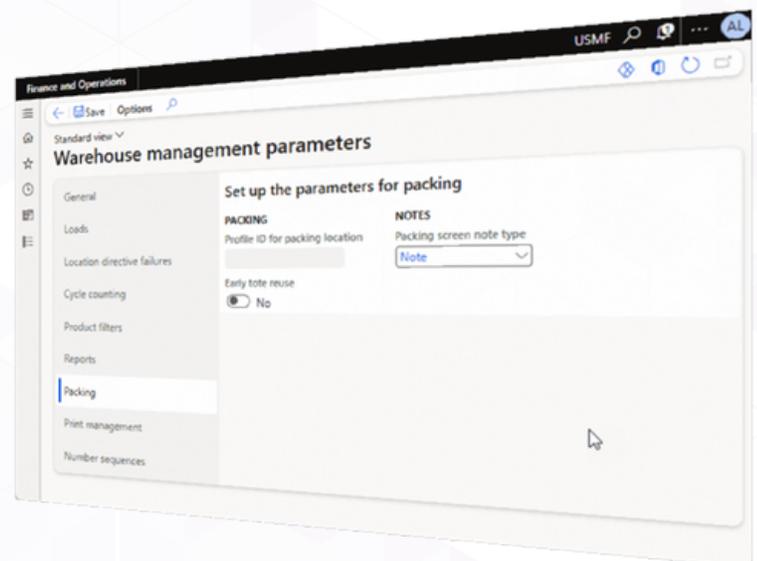
**REALITY:** Requires manual intervention when applying documents to shipments. The module enables users to set basic parameters, defining default shipping methods, label printing mechanics, carrier setups, packaging types and dimensions etc.

## The Community Review

Even in its title: the Small Parcel Shipping is designed to handle basic parcel shipping within D365, however many users reported several challenges that impacted its efficiency and usability in practice.

Recent reviews posted by [Gartner Peer Insights](#) share similar experiences, with critical reviews stating that *“the initial setup and integration with carriers [is] complex and time-consuming, while the need for manual configuration and separate rate engines adds to the challenge”*.

Many organizations find that SPS lacks the advanced features and flexibility offered by specialized, integrated shipping solutions like NMB Gateway for Parcel.



# UNLOCK EFFICIENCY WITH NMB'S PACKING WORKBENCH

Using NMB's Packing Workbench offers several advantages over both the standard packing and shipping process and the D365 SPS module. It transforms your packing and shipping process by automating key workflows—saving time, reducing errors, and boosting productivity.

Enjoy advanced hardware integrations like weight scales and portable scanners for faster, more accurate handling. Plus, keep your customers delighted with automated delivery notifications that provide real-time parcel updates.



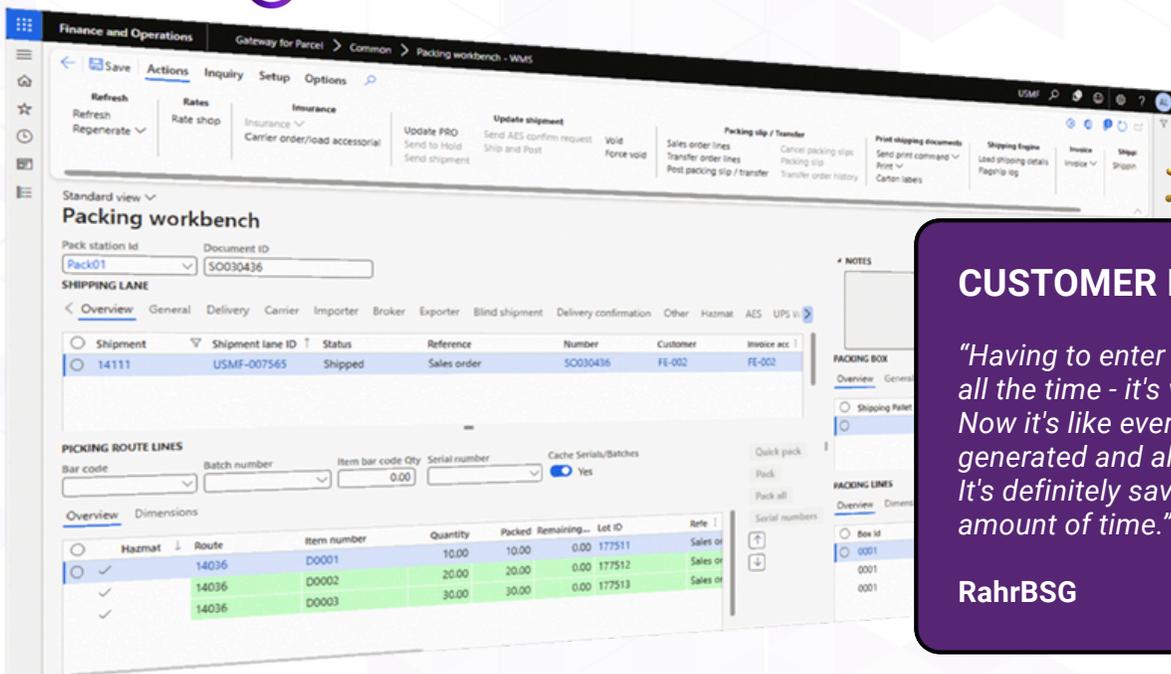
## AUTOMATION

Designed for both basic (WMS) and advanced (WHS) warehousing setups, the NMB Packing Workbench optimizes the entire packing process, providing extensive flexibility with automation features, including automated packing, shipping, and tracking workflows—effectively reducing the entire packing and shipping process down to as little as **three clicks**.

Where both the standard packing and SPS modules lacked advanced features, NMB Gateway for Parcel comes out-of-the-box ready with enhanced and automated packing and shipping workflows for processes such as:

- Shipping carrier connectivity
- RMA order processing
- Delivery confirmation rules
- Track and Trace
- Carrier invoice reconciliation
- Mobile device compatibility
- Weight scale integration
- Export license management
- WMS shipment consolidation

**AND MUCH MORE**



## CUSTOMER FEEDBACK

*"Having to enter all of that information all the time - it's very time consuming. Now it's like everything is auto generated and already in the system. It's definitely saved a tremendous amount of time."*

**RahrBSG**



## INTEGRATED CARRIER SHIPPING ENGINE

NMB's Gateway for Parcel comes fully integrated with a multi-carrier shipping management system designed to meet the high-volume needs of both single and multi-location companies in countries around the world, offering numerous benefits:

-  **REDUCED RISK:** Enhances transparency and control over shipping processes, allowing shippers to quickly troubleshoot and identify issues promptly, improving compliance and reducing operational risks.
-  **FLEXIBILITY:** Tailor shipping processes according to your specific business needs, optimizing cost and delivery times—allowing you to adapt quickly to changing market conditions and customer demands.
-  **COMPLIANCE:** Ensures seamless integration with leading carriers, facilitating adherence to their specific requirements and standards.



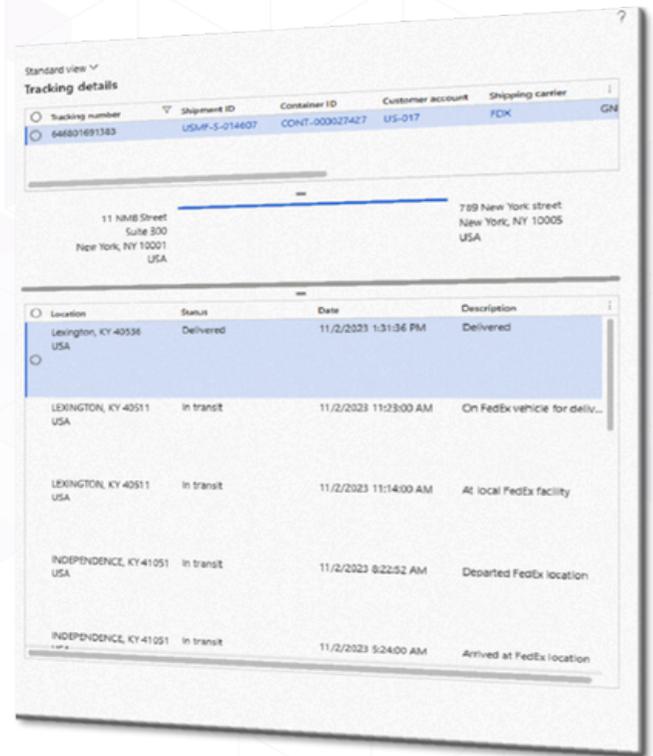
## SHIPPING ANALYTICS

Disaggregated shipping data leads to bottlenecks and missed opportunities for corporate growth. NMB's Shipping Analytics dashboard seamlessly connects with the Packing Workbench, leveraging Microsoft's Power BI to transform and decipher vast amounts of supply chain data into digestible shipping KPIs and visuals. Using NMB-extended data tables—it provides shippers with the information they need to make better, data-driven decisions.



## RATE SHOPPING & TRACKING

Our solution seamlessly connects with a dynamic rate shopping engine that automatically selects the best rates and services to meet delivery timeframes and reduce costs, enabling proactive communication with customers and improved delivery performance.



Tracking number	Shipment ID	Container ID	Customer account	Shipping carrier
648801691383	USAP-S-014607	CDNT-000027427	US-017	FDX

Location	Status	Date	Description
Lexington, KY 40536 USA	Delivered	11/2/2023 1:31:36 PM	Delivered
LEXINGTON, KY 40511 USA	In transit	11/2/2023 11:23:00 AM	On FedEx vehicle for deliv...
LEXINGTON, KY 40511 USA	In transit	11/2/2023 11:14:00 AM	At local FedEx facility
INDEPENDENCE, KY 41051 USA	In transit	11/2/2023 8:22:52 AM	Departed FedEx location
INDEPENDENCE, KY 41051 USA	In transit	11/2/2023 5:24:00 AM	Arrived at FedEx location



## USER FOCUSED

Our solutions are designed to help fill gaps in standard D365's capabilities and enhance the overall user experience. This is particularly beneficial when it comes to customizing the system to meet specific business needs. For US-based exporters, Gateway for Parcel extends upon native D365 screens to incorporate key AES filing functionality, allowing users to generate and submit consignment requests within familiar systems.



## FLEXIBLE

NMB Solutions follows the same implementation lifecycle as the core D365 solution, which means we provide the same capital and resource flexibility as D365, allowing supply chain operations to focus their resources on their core business functions.



## D365 COMPLIANT

Microsoft releases quarterly updates to D365 and requires customers to be no more than two releases behind at any given time. Our fully-integrated solutions are designed to be compatible with these updates, ensuring uninterrupted functionality and compliance.

# SHIP SMARTER FASTER

## ABOUT NMB SOLUTIONS

NMB Solutions is a leading provider of global supply chain, transportation management and compliance solutions for Microsoft Dynamics 365 Finance, Supply Chain and Retail. We're dedicated to helping companies around the world manage, optimize, and streamline their supply chain operations by incorporating native functionality from some of the best-of-breed solution providers in the Parcel, TMS, and Compliance spaces.

As a long-standing Microsoft ISV partner, our focus is on helping customers operate efficiently and effectively with the ability to react rapidly to changes in their supply chain.

Our goal is to become the global leader in shipping integration for Microsoft Dynamics 365.