Warehousing, wholesale and distribution / OD-03

Distribution: dispatch and returns

Track goods and codes by scanner from warehouse to point of sale and reduce returned trips.

The goods left the warehouse. Then they came back.

Manufacturers report that distributors are not ready for product marking and scanning, and that shipments are being returned. The cause often lies in the warehouse: at dispatch, it is unclear what was actually loaded.

Conceptual architecture. No operating results are shown.

01 Order	From the agent system · Stock check · Picking task
02 Picking	Picking with a handheld terminal (TSD) · Code and quantity · During the day
03 Dispatch	Scanning per truck · Shipping document · For ESF/ETTN
04 Return	Reason · Restocking · Codes

At a glance

8–9 / 10 — Shipments returned due to scanning and display errors, according to one manufacturer. [1]

2 / 20 — Distributors actually ready for marking, according to the same manufacturer. [1]

2–3 hours — Time spent on the evening order report before automation, in an example from a sponsored article. [2]

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01 Evidence and context

Who it is for

Distributor owner	Returned trips and lost sales.
Warehouse manager	Picking and loading.
Logistics	Trips and drivers.
Sales director	Stock visibility for sales agents.

Facts and global practice

Juice and beverage manufacturer

8–9 out of 10 shipments return to the plant due to scanning and display errors; a driver visits 5–7 outlets a day instead of 10–15. [1]

Same manufacturer

Of 20 distributors, only 2 are actually ready. [1]

UzBev association

There is no scanner standard for retail and no mechanism for returning unreadable codes. [1]

Juice manufacturer, sponsored article

Before automation, no one could see actual warehouse stock, the evening report took 2–3 hours and orders were picked at night; afterwards, an agent visited 32 outlets a day instead of 20. [2]

IBC Global

3PL and distribution account for 28% of new warehouse demand. [3]

These figures reflect individual companies' experience, not industry averages. The result in the sponsored article has not been independently verified.

02 Where the losses occur

Loading by list

When goods are loaded onto a truck by list, what actually left the warehouse is unknown.

Stock not visible to agents

Agents take orders for goods that are not in the warehouse; the shortage only becomes clear in the evening.

Returns not recorded

If returned goods and the reason for return are not recorded, stock and code data become inaccurate.

Orders picked at night

The evening report and picking keep warehouse staff working late into the night.

How the loss is calculated

Returned trips	returned shipments per month × cost per trip
Lost sales	unfulfilled orders per month × average margin per order
Night work	overtime hours per employee per month × number of employees × hourly rate
Re-sorting	returned cases per month × handling time per case (hours)

Illustrative calculations; establish the baseline, units and rates during the site assessment. Avoid counting the same loss twice.

03 Solution architecture

Scanner-tracked from warehouse to outlet

Warehouse data is connected to the agent system, picking and loading are confirmed by scanner, and returns are recorded with a reason. The existing agent app is not replaced; it is integrated.

01 Order

From the agent system · Stock check · Picking task

02 Picking

Picking with a handheld terminal (TSD) · Code and quantity · During the day

03 Dispatch

Scanning per truck · Shipping document · For ESF/ETTN

04 Return

Reason · Restocking · Codes

Modules

WMS and TSD	Picking, loading and returns by scanner	Commercially available
Agent app integration	Order and stock data exchange	Commercially available
1C integration	Documents and stock	Commercially available
Re-linking returns	Returned cases and codes	Commercially available

Each module has a readiness status. Third-party results are not a forecast for your site.

04 Implementation and measurement

01 Dispatch audit

Picking, loading and returns are observed over several days.

Output: error map.

02 Warehouse scanning

Picking and loading with TSD.

Output: clear view of what is on each truck.

03 Integration

The agent system and 1C are connected.

Output: agents see actual stock.

04 Subscription

Returns are tracked by reason.

Output: monthly report.

What is measured

Returned shipments	Returned / total, by reason	WMS
Loading errors	Difference between documented and actual load	TSD log
Picking time	From order to truck	WMS
Stock accuracy	Difference between system stock and physical count	WMS

What is needed to start

- Person responsible for warehouse and logistics
- Access to the agent system and 1C
- Daily order and trip data
- One warehouse for the pilot

05 Readiness checklist and next step

01 Are goods scanned when loaded onto trucks?	Yes / No / Unknown
02 Do agents see actual warehouse stock?	Yes / No / Unknown
03 Are orders picked during the day?	Yes / No / Unknown
04 Are returned shipments recorded with a reason?	Yes / No / Unknown
05 Are returned goods restocked and their codes re-linked?	Yes / No / Unknown
06 Is the evening report generated automatically?	Yes / No / Unknown
07 Are loading errors measured?	Yes / No / Unknown
08 Are marked goods dispatched by code?	Yes / No / Unknown
09 Is the agent app connected to the warehouse system?	Yes / No / Unknown
10 Is there a person responsible for dispatch?	Yes / No / Unknown

What we do not promise

• Exact timeline and price without an audit

• Government decisions and deadlines

• Warehouse space expansion

• Unmeasured results or savings

• Supplying equipment on the store side

Dispatch audit

We observe picking, loading and returns at your warehouse and show where errors occur.

• Error map

• Scanner process plan

• WMS: implementation fee and monthly subscription

Scope, price and schedule are agreed after reviewing the site and its data.

06 Sources and scope

[1] Statements by manufacturers and UzBev. gazeta.uz, 15.04.2026.

gazeta.uz

[2] Juice manufacturer's automation experience (sponsored). spot.uz, 31.07.2026.

spot.uz

[3] IBC Global, Central Asia Warehouse Summit (Tashkent). bizmedia.kz, 20.04.2026.

bizmedia.kz

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