

# Customer Profile

## Close Doesn't Count | Supermarket Fulfillment Facility

# EAGLE®

In some situations, getting close is good enough. But close doesn't count in the world of package conveying, as a major grocery fulfillment facility at Saint Quentin Fallavier can attest. This distribution and shipping facility serves a dozen supermarkets throughout the Lyon region in France, shipping 90,000 cartons per day.

Boxes of fresh food were not being read by the equipment's scanners as the cartons moved through the two-kilometer loop conveyor on their way to load stations, where they were loaded into trucks. An average of 8,000 packages a week were getting lost. And, once lost, they traveled around the roller conveyor in a "forever" loop until a worker retrieved them and they were hand-scanned.

Trucks were unable to leave and make their deliveries to supermarkets because they did not have all their packages. As a result, unscanned boxes continued around the conveyor, undelivered food waited in the trucks, and unfilled trucks (and unhappy drivers) waited in their bays. In addition, the facility had to designate "carton chasers" to track down the lost packages, a huge labor expense for what was supposed to be a state-of-the-art, multimillion dollar automated package sorting system.



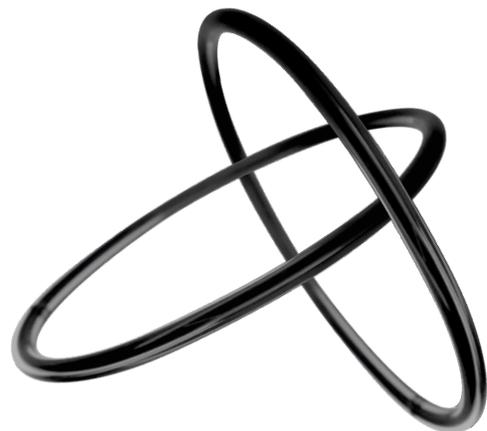
Fenner Drives' sales representative Sebastien Collignon was asked about the problem during a routine sales visit with Ahmed El Mghari. A young engineer who had just started working at the facility. He discovered that the existing clear O-Rings on the conveyors were too loose to handle the acceleration torque as the conveyor stopped and started. The existing O-Rings were slipping just a millimeter or two.

*That amount of slippage may not seem like a big deal, it was enough that the optical reader at the scanner tracking portal would fail to detect the barcode and miss the package.*

Collignon suggested replacement of the existing clear O-Rings with Eagle Black, High Elastic, High Tension (HEHT) O-Rings from Fenner Drives. (For more information on Eagle HEHT O-Rings, visit <https://www.fennerdrives.com/eagle-o-ring/>). Black HEHT O-Rings are made with a special urethane formulation designed to handle a high level of elasticity and tension – exactly what was required to prevent the slippage on the sorter.

The company installed 85 of the Black HEHT O-Rings and the slippage problem stopped immediately. The distribution facility has since installed the black HEHT O-Rings on seven other conveyors (for a total of 696) and two other company facilities are starting trials with the products. Ultimately, the company is thinking of installing them on the roller conveyors in their 11 other fulfillment facilities.

Plus, the fulfillment company continues to work with Fenner Drives to find other opportunities for improvements that reduce downtime and improve processing performance. Specifically, the company is testing Green HEHT O-Rings for emergency use at the facility. And Ahmed, the bright young engineer who brought the problem to Collignon's attention? He has since been named Maintenance Manager at the facility.



For more information on Eagle HEHT O-Rings, visit <https://www.fennerdrives.com/eagle-o-ring/>



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