

EclipseADVANTAGE

SUCCESS STORY

Eclipse Advantage Helps Fully Staff New Zip Sortation Center in Time for the Holiday Rush

THE CHALLENGE

A major eCommerce company needed to launch four new zip sortation centers in the central U.S. and have 1,600 trained workers in place on day one. The challenge? Opening during peak holiday season in a high-demand labor market. Eclipse Advantage was brought in to recruit, onboard, and train the entire workforce. From offloading and sorting to final truck loading, Eclipse Advantage quickly built a fully operational team ensuring a smooth launch during the busiest time of year.



THE SOLUTION

To ensure 400 reliable, quality workers were onsite at each of the four go-live locations, Eclipse Advantage doubled the recruitment pipeline, screening and making offers to at least 800 candidates at each location. A multi-channel strategy included:

- Grassroots recruiting at high-traffic areas like supermarkets, apartment complexes, and local events
- Geo-targeted digital and print advertising
- In-person facility tours to set clear expectations

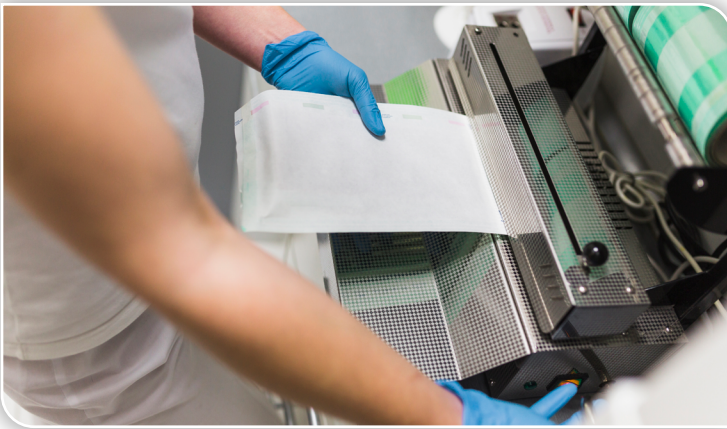
Multilingual training videos helped fast-track onboarding and reduce confusion on day one. Because candidates knew exactly what to expect, retention rates were strong from the start.

THE IMPACT

A FULLY STAFFED STARTUP EXCEEDING PRODUCTIVITY RATES

Working with Eclipse Advantage, the company achieved:

- Full staffing with qualified candidates. During the one-month ramp-up, Eclipse hired 30 workers daily for 30 days, while maintaining a strong waitlist of eager candidates.
- Exceeding productivity targets, especially during peak season, with the implementation of the Team-Based Pay (TBP) model, alongside dedicated onsite management and HR teams.
- Processing an average of 2,425,000 packages monthly at each location with 99.8% accuracy.
- A scalable startup framework that can be successfully replicated nationwide.



"We are contractually obligated to increase or decrease production by 20% the day of operation, and with our size and quality of our applicant waitlist, which is primarily filled with referrals from existing workers, we are always prepared to meet this demand. People want to be a part of what's going on here. Our culture is strong; our pay is strategic and that goes a long way in retention."

— **Sean Crane**
General Manager
Eclipse Advantage

"Productivity and accuracy in the zip sortation process is key, which is why we deployed a Cost Per Unit (CPU) model at this site. Under the CPU model, pay is based on team production, focusing on what matters most: the volume of packages properly and efficiently sorted. Many candidates were excited by the compensation structure, which included bonus pay when the site met the agreed-upon productivity targets for units processed per hour. The more units successfully processed, the higher the bonus."

— **Cody McSwain**
SVP of Client Strategy
Eclipse Advantage

Let's discuss how we can provide valuable support to your team.

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