



Scentsy Navigates High Volume and Cross-Border Shipping with ECC 6.0

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Scentsy

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About the Speaker

Todd Boesiger

- IT Manager – SAP Applications, Scentsy
- 20+ years working in SAP with a SD background
- Avid soccer player. (In the old guy division)

Key Outcomes/Objectives

1. Improve order visibility
2. Speed up high volume shipping
3. Integrate parcel scale
4. Manage bulk and manual shipping
5. Integrate external shipping carriers

Agenda

- Overview of Scentsy
- Shipping/SAP Requirements
- Implementation & Go-Live Experience
- Lessons Learned
- Post Go-Live Enhancements

Overview of Scentsy

- Multinational direct selling company
- Distributes consumer fragrance-based products exclusively through independent consultants
- Over 1,000 employees
- Serves North America, Europe, Australia, and New Zealand

Things to consider when starting a project.

- Do you want to integrate directly with a carrier or use a tool with the connection built in?
- Do you want the connection from within SAP or an outside system?
- Do you want to be able to ship non-SAP orders thru this process?
- Do you need Track and trace functionality?
- Domestic and/or International needs

Shipping/SAP Requirements

- Eliminate black box solution, had numerous problems
- Acquire native SAP global shipping solution
- Eliminate need for external ship system calls (UPS/USPS)
- Integrate manual shipments within SAP
- Acquire consistent in-house IT support
- Receive external carrier integration expertise
- Track and trace functionality

Selected ShipERP as Scentsy's SAP-Integrated Shipping Solution

- 100% Natively Integrated into SAP
- Seamless integration to over 200+ carriers and their services
- Centralized Installation & Completely configurable – contains its own IMG
- One Single Platform to Process Shipments - NO MIDDLEWARE REQUIRED!
- Rate shopping across multiple carriers within SAP available
- Shipment Creation (Execution)/Cancelation, Address Validation, Carrier Label Printing, Tracking & Proof of Delivery all within SAP
- Shipping Label and documentation compliancy - BOL, Commercial Invoice, Certificate of Origin, etc.

Implementation & Go-Live Experience

- Project team of 3 people – project mgr., IT functional analyst, and developer.
- Additional support, as required, from other IT, Distribution and small parcel folks.
- Implemented in about 6 months which included project planning, data collection and verification, negotiation/resolution of key decisions, and testing
- Complete switch within a week: All small parcel and STO shipments for US, Mexico, Canada, and Netherlands (shipping to 8 countries in Europe)

A few statistics

- 3,000,000+ shipments a years
- Shipping volumes range from 12,000 to 45,000 orders a day
- Orders average 22 items per order
- Bulk ship 10,000 to 15,000 orders for a subscription process once a month (all ship in one day on top of other daily volume)

Lessons Learned

- Use of shipping carrier web service technology allowed us to save processing time and eliminate manual shipping administration through easy to use out of the box functionality, but with the flexible to customize if needed.
- Even shipments that don't have sales orders can be process thru ShipERP giving visibility to inventory movements and shipping cost in SAP.
- Adding new carriers and services can be quick and easy.
- Test on the floor early.

Is it fast?

Video of an order being processed.

<https://youtu.be/fWExaV4onoE>

Will be available until 7/31/19

Post Go-Live Enhancements

1. Enhanced UPS Trade Direct Consolidation Processing
2. UPS Access Point Integration
3. EstaFeta Integration for shipping in Mexico
4. Utilizing manual shipments rather than third party processing like WorldShip
5. UPS Mail Innovations

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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

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Q&A

For questions after this session, contact me at tmboesiger@scentsy.com.

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