

CASE STUDY

SCENTSY NAVIGATES HIGH VOLUME AND CROSS-BORDER SHIPPING

Company Name

Scentsy

Industry

Consumer Products

Equity Type

Private

Products

Home and personal fragrance products including scented wax warmers, diffusers, soaps, and skincare.

ABOUT

Scentsy is a multinational direct selling company that distributes consumer fragrance-based products exclusively through independent consultants. With over 1,000 employees, the organization serves North America, Europe, Australia, and New Zealand in cross-border shipping.

ShipERP™ CAN
KEEP UP WITH
75,000
ORDERS PER DAY

REDUCED
BULK SHIPMENT
PROCESS BY
70%

CHALLENGES

In the realm of direct-to-consumer multi-box shipping, Scentsy receives numerous calls from customers asking, "I got one box, but where's my other box?" Also, shipping to domestic and international regions involves working with various carriers to deliver fragrance products.

The demand for efficient communication and seamless coordination with carrier services inspired Todd Boesiger, Scentsy's IT Manager of SAP Applications, to find a robust SAP-integrated shipping solution that can keep up with the high shipment count while providing transparency for all stakeholders.

Scentsy's goals were to:

- Improve order visibility for staff and customers
- Eliminate black box solution since it had numerous problems
- Integrate various carrier ship system calls
- Integrate manual bulk shipment management within SAP
- Acquire a superior track and trace functionality

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“We were able to configure carrier services really quickly.”

- Todd Boesiger

Scentsy's IT Manager of SAP Applications

SOLUTION

SCENTSY'S ShipERP MODULES:

- ShipERP™ Core
- ShipSOI – Sales Order Integration
- Advanced Track & Trace

By deploying ShipERP™ Core, Sales Order, and Advanced Track & Trace modules, Scentsy was able to achieve the following:

- Reduce shipment process time by 20%
- Ability to track non-inventory orders into SAP
- 100% native integration and configurations within SAP
- Ship seamlessly through integration with 200+ carrier services
- Process shipments in a single location (no middleware required)
- Execute end-to-end shipment processing and tracking within SAP
- Increase shipping label and documentation compliance efficiency

RESULTS

The leading direct selling fragrance company experienced ease in using the out-of-the-box functionalities and saved processing time through various functionalities after launching the fully-configurable shipping solution. Furthermore, ShipERP™ handled Scentsy's high shipment volumes with ease, which range from 12,000 to 75,000 orders a day.

One game changer for Scentsy was the ability to process shipments without existing sales orders, giving end users higher visibility to inventory movements and shipping costs within SAP.

Scentsy's big wins include:

- Eliminating black box solution since it had numerous problems
- Eliminating the need for external ship system calls (UPS/USPS)
- Integrating manual shipments within SAP
- Acquiring a superior track and trace functionality