

SportStop.com

Scoring Big with Descartes OzLink™ for NetSuite

With a large selection of lacrosse equipment, SportStop.com is one of the premiere online lacrosse retailers in the U.S. and continues to expand its product line and service offerings. In order to support its accelerating growth rate, SportStop.com implemented Descartes OzLink™ for NetSuite to improve warehouse operations. As a result of the deployment, the company achieved a 75% reduction in picking errors and decreased overall pick time.

The Challenge SportStop.com has grown substantially over the years and now carries over 20,000 different products. With a focus on lacrosse, growing order volume and deeper product selection, the paper-based picking process was inefficient and prone to error. For example, lacrosse gloves are available in different colors and sizes, making picking the exact SKU visually more challenging. Primary challenges included:

- Extended pick times with a high potential for errors
- The need for corrections when orders arrived at the pack station
- A lengthy training process for temporary staff during peak season
- The need to manually update NetSuite with inventory moves, creating visibility issues and slowed productivity

The Solution SportStop.com initially implemented Descartes OzLink for NetSuite Shipping. However, based on its growth trajectory, the company saw the need to add further functionality. As a result, SportStop.com rolled-out barcode scanning to reduce errors and increase productivity. With the Descartes OzLink for NetSuite Barcode scanning solution in place, the picker places 4-20 totes on a cart as orders are picked, then scans and validates each item against a barcode on the tote. The results include:

- Reduced fulfillment time and increased operational performance
- Improved order accuracy and enhanced customer satisfaction
- Accelerated training and improved proficiency of temporary warehouse staff during peak times
- Reduced pick errors and minimized corrections at the pack station



“Descartes OzLink is one of the best NetSuite extensions we have ever implemented.”

– Paul Dell,
President,
SportsStop.com

SPORTSTOP.COM

SportStop.com is a family owned business selling sporting goods online since 2001 with a focus on value and selection. We have built SportStop.com to be a quick, convenient, affordable and reliable partner for all your lacrosse needs and to better serve players, parents and coaches. We offer all of the top brands that you have come to trust for durability and quality with a goal to be your trusted source for all your lacrosse needs.

DESCARTES™ OzLink for NetSuite

Extending NetSuite with a Range of Flexible Functions & Options

Descartes OzLink™ extends your investment in NetSuite by sharing seamless, real-time information with NetSuite. The solution also features a wide range of optional flexible extensions to adapt to operational requirements.

By further expanding the solution with optional services such as fleet management for optimized route planning; integrated mobility for planning, dispatch and delivery processes; and advanced telematics to improve driver productivity and better understand vehicle performance, businesses can also achieve added operational efficiency, reduce costs, enhance customer service and derive a potential competitive advantage.

Warehouse - Descartes OzLink for NetSuite streamlines warehouse and inventory operations. With better automation, logistics-oriented businesses can:

- Increase fulfillment accuracy and control costs with any iOS or Android-based smartphone
- Choose from single or multiple paper-based order picking or paperless order picking and barcode scanning
- Increase productivity with guided walk paths to optimize picking, put away and inventory moves
- Improve inventory control by wirelessly capturing accurate serial and lot numbers

E-commerce - Descartes OzLink for NetSuite automates fulfillment processes for online orders by integrating NetSuite with e-commerce applications. Our solutions help e-commerce-driven companies:

- Integrate orders from online marketplaces and applications such as eBay, Amazon, Magento, Shopify, ChannelAdvisor and more into NetSuite
- Provide added customer visibility into order fulfillment status with tracking capabilities
- Create channel- and marketplace-specific branded pack slips and compliant labels
- Synchronize item master data between NetSuite and e-commerce applications

Shipping - Among the most widely-used and advanced shipping solutions available, Descartes OzLink for NetSuite quickly processes shipments with all of the necessary carrier services by sharing NetSuite information with leading applications including UPS WorldShip, Endicia, OnTrac, FedEx Ship Manager and others. With our solutions, businesses can:

- Streamline both small package and freight shipments with one solution
- Get real-time updates for costs, tracking numbers and shipment status
- Seamlessly create Advanced Shipping Notices (ASNs) and print retailer labels
- Rate shop across small package and freight carriers