PETSHOP

ONE·SHIP CASE STUDY

PETSHOP BOWL CASE STUDY

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- Adam Taylor, Founder and CEO

INDUSTRY

E-Commerce – Pet food, Medicines, Supplies and Accessories.

CHALLENGES

PetShopBowl was founded in 2010 by couple Adam Taylor and Lexi Tamasan. The business was started in London but after outgrowing their premises PetShopBowl relocated to a warehouse in Stratford-Up-on-Avon.
PetShopBowl sell pet food, medicines, supplies, and more to over 15,000 loyal customers. They stock all major brands and currently offer over 10,000 products. PetShopBowl also offer a great subscription service to pet food; Bottomless Bowl to ensure that their customers never have to run out of pet food again. They offer next day delivery nationwide and free delivery on all orders over £19.99.

Having had Netsuite implemented by BlueBridge One in 2014, Adam needed a solution for his couriers to assist the workflow from picking, packing to shipping, without the cost of a bespoke implementation. Expensive integrations into NetSuite with multiple carriers and admin heavy when printing label.

SOLUTION

"BlueBridge One lead the way with out of the box integrations for NetSuite" says Adam. "While there were other options available, these did not suit us as they were more geared toward US carriers. Blue-Bridge One One·Ship was the obvious choice for PetShopBowl, it is a robust, tried and tested solution for courier labels, with a cost-effective integration and a fixed fee vs others where you need to pay per label print. The implementation was fast, it took less than two weeks to set up and test. We were imme-diately integrated with our carriers through GFS which connects with the likes of Hermes and Yodel."

ONE·SHIP

RESULTS

The E-commerce industry is fast, and customer expectations from purchasing to receiving their goods ordered are high, especially when it comes to pet owner's needs.

Adam says, "One·Ship integration with our chosen carrier GFS has enabled us to give our customers more choice with their shipping options during checkout. We introduced One·Ship in our picking and packing at the final stage in our workflow process – this has helped us ensure we have the right product without damages before confirming shipment and printing the label within 30 seconds – this has led to less wastage from our side and a great experience for our customers.

The great thing about One·Ship is all carrier updates are managed automatically by BlueBridge One, which means no down time our side. I'd recommend SmartShip by BlueBridge One, it has been a good solution and we have been using it now for 5 years."

Connected with multiple carriers, with no interference during system updates, 30 seconds to print and fixed fee integration

"BlueBridge One One·Ship is a fantastic product that we have been using for several years. The key advantages of One·Ship it and the reason we use it:

- It provides one integration to allow access to use all our key UK couriers: Including Yodel, Hermes, DPD and Royal Mail.

- Cost effective because we only have one integration instead of having to integrate with each one individually.

- It saves us huge time and cost as its seamlessly integrates into our Netsuite order pick & pack process and it automatically prints the courier label once an order has been successfully packed.

- Great product and highly recommended."

- Adam Taylor, Founder and CEO and Andrew Pugh, IT Manager

ONE·SHIP

ABOUT
ONE·SHIP

CLICK, STICK, SEND

Spend less time preparing shipments and more time building your business with BlueBridge One One·Ship.

BlueBridge One SmartShip saves your warehouse employees hours of work a day by connecting Net-Suite to all the major UK shipping carriers in one simple SuiteApp. Simply click, stick and send.

KEY BENEFITS

- Integrated with all major UK shipping carriers.

- Easy to use and intuitive NetSuite interface.

- Print shipping labels and associated documents without leaving NetSuite in one click.

- Respond to shipping queries quickly by tracking shipments directly from NetSuite transactions.

- Reduce operational costs involved in manually processing individual or bulk orders in external systems.

DIFFERENTIATORS

BlueBridge One One·Ship is the leading UK shipping SuiteApp which automates carrier labeling and tracking in NetSuite. All businesses involved in sending goods locally in the UK and Internationally will benefit from using this SuiteApp. Be ready to reconfigure from European to International shipping on 1st January 2021 in a few quick steps.

FEATURES

ORDER FULFILMENT & SHIPPING

Ship individual or bulk fulfilments automatically via all major UK carriers. No more manual processing in external systems.

Generate paper shipping documents and electronic paperless trade documents for effort free international shipping.

Send customs and shipment data to your carrier for improved import clearance. Use One·Ship rules to automate complex carrier selection in your warehouse.

SUPPORTED CARRIERS

Integrate to multiple UK carriers in one NetSuite account. Currently supported carriers are:

13ten Parcels	Deutsche Post	Fedex	P2P	ShipTheory
AnPost	DHL	GLS	PalletForce	SkyNet
APC	Direct Link	Hermes	Palletways	Spring
Aramex	Doddle	Hermes Germany	Pallex	Swiss Post
Arrow XL	DPD Europe	ILG	Panther	TNT
Asendia Swiss Post	DPD Germany	InPost	Parcel Force	TPN (The Pallet Network)
Bring	DPD Ireland	Itella	Parcel Station	Tuffnells
Caribou	DPD Local	Landmark Global	postnord	UPS
Collect+	DPD Netherlands	LF&E	Royal Mail	XDP
Correos	DPD Polska	Mondial Relay	San Marinp Mail	Yodel
CSM Logistics	DPD UK	myHermes	sendle	
Despatch Bay	DX	OnePost	SEUR	

Please contact us if your carrier is not shown above, we add new carriers regularly.

TRACK ORDERS INSTANTLY

BlueBridge One One·Ship stores tracking information on each fulfilment and order allowing your staff to respond to customer queries quickly and efficiently.

LABEL PRINTING

One·Ship's printing technology integrates all the standard label printing equipment directly with NetSuite. Print your shipping labels with one click.

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