

SUCCESS STORY

"It used to take four to six hours for customer service to process EDI orders every week. Setting up EDI with NetSuite thru B2BGateway made that a 20-30 minute process. We are still working on the fulfillment side, where we expect the time savings will be even greater."

Sean Callahan | Director of Operations

BUILT FOR
ORACLE
+
NETSUITE



B2BGATEWAY.NET
GLOBAL EDI NETWORK



ORACLE + **NETSUITE**



Customer:
Planet Dog



Location:
Westbrook, ME, USA



Industry:
Distributor of pet products



Business Challenge:
To improve their supply chain efficiencies by implementing a cutting edge EDI solution that would integrate seamlessly with Planet Dog's NetSuite ERP system and remove costly manual data entry processes.



Solution:
B2BGateway EDI SuiteApp – a cloud based, fully integrated EDI solution for NetSuite users..



Results:
Improved overall supply chain efficiencies that freed up staff and reduced errors.



CUSTOMER PROFILE

Since incorporating in 1997, Planet Dog has been bringing people and dogs together for fun and mutual support through their sustainable, durable, made in the USA product line. The heart of the business is the Planet Dog Foundation, their philanthropic arm, which receives 2% of every sale. With award-winning products such as the doggie-durable, non-toxic and mint-scented Orbee-Tuff® Snoop® puzzle or the Double-Tuff® Diamond Plate balls, Planet Dog is an innovative leader in the ever-thriving pet market.

ABOUT B2BGATEWAY

B2BGateway is a world leader in the provision of cloud-based, fully-integrated EDI and automated supply chain solutions founded in Boston in 1999 and with additional offices in Europe, Australia and China. B2BGateway offers clients 24/7 customer support with each client having their own designated setup team. B2BGateway's EDI solutions are simple to use, competitively priced, highly effective and can increase profitability by reducing the costs associated with manual data entry errors. For further information please visit www.b2bgateway.net



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BUSINESS CHALLENGE

Planet Dog needed an EDI solution that fully integrated with their NetSuite ERP to sell to more than twenty trading partners. Up to now, Planet Dog were using a manual EDI process which took staff up to six hours to process orders on a weekly basis. Not alone was this costly for Planet Dog, but manual data entry meant that it was also error prone which sometimes could result in large chargebacks and fees from trading partners.

SOLUTION

Planet Dog selected the B2BGateway EDI SuiteApp to fully-integrate with their NetSuite cloud-based ERP system. The B2BGateway EDI SuiteApp is a cloud-based, fully integrated Electronic Data Interchange (EDI) solution for NetSuite users that provides automatic web-services integration. The B2BGateway EDI SuiteApp completely removes the need for the Planet Dog staff to manually re-key data and can expedite the 'order-to-payment' process from Planet Dog's trading partner base.

BUSINESS BENEFITS

With Planet Dog's twenty plus trading partners ranging from organizations such as Petco, Petsmart, LL Bean to Life is Good®, B2BGateway's EDI SuiteApp for NetSuite processes each transaction in live time, providing Planet Dog with instant access to orders and payments. With B2BGateway EDI SuiteApp's direct integration built into the NetSuite dashboard, Planet Dog is able to focus on the business of providing some of the best pet products on the market while at the same time reducing costs, gaining greater efficiencies and faster payments from customers.