



Case Study – Automated Drop-Ship In NetSuite

“We looked to Explore to help us evaluate and ultimately implement NetSuite, create a complex integration to our existing eCommerce platform, and provide training and ongoing support. Explore exceeded our expectations in every area and we’re now looking to Explore to help us leverage new NetSuite features to bolster our continued success. We are glad we found Explore and look forward to continuing our lucrative partnership.”

- Tiffany Grayce Harris, Owner/Co-Founder, Layla Grayce

Background: Layla Grayce is a high end eCommerce company that has a collection of custom furniture, clothing and accessories for women and children. Every Layla Grayce product perpetuates their philosophy that beautiful surroundings bring harmony, balance and happiness to your home and life. Their company sells everyday heirlooms that can be passed on to future generations.

Issue: When an order was placed that could not be fulfilled by the available Layla Grayce stock, the order would need to be identified and a drop-ship purchase order had to be manually created and sent to a vendor. In addition, a customized Layla Grayce packing slip, specific to the order, would need to be manually created, and again, be manually sent to the vendor. This was time consuming and left much room for errors.

Solution: Layla Grayce approached Explore Consulting and asked if it was feasible to provide a custom solution that would meet the needs of both their staff and customers by providing automated drop-ship ordering as well as automated delivery of Layla Grayce packing slips to the vendors who are fulfilling their orders.

Explore designed a solution that automatically creates a drop-ship purchase order if there is not enough inventory in the Layla Grayce warehouse to fulfill the sale. Once the drop-ship purchase order is approved and sent to the vendor a custom Layla Grayce packing

slip is also created and automatically attached to the purchase order that is sent to the vendor.

The packing slip is generated from an alternate version of the purchase order form, so it is specific to the order and contains the details (addresses, special instructions, etc.) from the customer’s order. It is then sent to the vendor to be included in the package that is shipped to the customer. This allows the vendor to drop-ship the contents directly to the customer, and in

Item	Description	Attributes	Qty
A13	Elysee Chandelier		1

LAYLA GRAYCE
LOVE YOUR LIFE, EXPRESS YOUR STYLE

Ship To
Mrs. Jones
10500 NE 8th St
Suite 200
Bellevue WA 98004

Bill To
Mr. Jones
11309 NE 36th pl
Apartment 101
Bellevue WA 98004

Packing Slip

PO # 11561
Date 5/8/2014
Created From Sales Order #SO1236225
Shipping Method

Gift Message:
Enjoy your new Chandelier! I hope it is the on you mentioned!
Your Husband

turn the customer will receive their product faster while still maintaining the Layla Grayce branding and service.

Results: Layla Grayce achieved their goals to automate and streamline the drop-ship process, saving their team significant time of manually creating drop-ship purchase orders and custom packing slips, as well as eliminating user errors by automating the

process. They've also improved customer service by speeding up the shipping process and maintaining

Layla Grayce branding on drop-ship orders.

About Explore Consulting

Based in Bellevue, Washington, Explore Consulting was founded in 2001 and is a professional services company dedicated to providing innovative and cost-effective solutions for their customers' database and IT systems needs. Having specialized in cloud-based solutions for more than 13 years, Explore Consulting is the largest and most experienced NetSuite reseller and solution provider in the Northwestern United States.

Explore Consulting is well-known as a leader in NetSuite implementation, customization, integration and eCommerce, and has also been a 9-time NetSuite Star Performer, won 22 NetSuite awards, and was recently named as 2014 NetSuite Partner of the Year, Americas. For more information, visit www.exploreconsulting.com.