HOUSEBLEND

CASE STUDY

How a US drinkware brand automated Walmart WFS orders and reconciliation in NetSuite

Retail, eCommerce | NetSuite, Celigo

AT A GLANCE

The challenge

CLIENT
US lifestyle and drinkware brand

INDUSTRY
Retail, eCommerce

SCOPE
Marketplace integration (Walmart WFS) and automated reconciliation

PLATFORMS
NetSuite, Celigo

The brand was scaling through an omni-channel strategy that included Walmart WFS. Every new channel added orders, invoices, credits and refunds that had to reach NetSuite, and the team was handling much of that work by hand.

Manual entry introduced errors that fed into inventory and revenue leakage, and reconciling Walmart settlements was a separate manual process on top of that.

APPROACH

What Houseblend did

1. **Marketplace integration.** Built Celigo integrations to bring Walmart orders, credits and refunds into NetSuite automatically.

2. **Automated reconciliation.** Built a custom flow that imports Walmart settlements and matches orders, credits, refunds and settlement payments.

3. **Manual work removed.** Replaced the heavily manual order, invoice, credit and refund process with automated flows.

RESULTS

Time back, and data the team trusts

0.5 FTE

About 2.5 days a week no longer spent processing orders, invoices, credits and refunds

0.25 FTE

About 1.25 days a week freed by eliminating manual reconciliation entirely

Accuracy

Invoice input now runs through the integration, reducing the user errors behind inventory discrepancies

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99% less user errors since the input of the invoices is done through the integration thereby reducing inventory errors

IT Integrations Manager, US drinkware brand

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Selling on more channels shouldn’t mean more manual work.

NetSuite integrations
www.houseblend.io/services/netsuite-integrations