

# Simplifying Inventory Management for Reverse Logistics Providers



NJ Rising Stars struggled to manage its inventory. The most significant challenge was that it had so many items in various conditions. Because they are returns, many have individual SKUs. This also meant tracking bin contents was difficult. They frequently had to empty entire bins to know what they had.

They needed a warehouse management system (WMS) to reduce the need for manual inventory checks. Another challenge was cataloging the items they received. After a new item was tested and processed, they would need to search for product information, often searching through eBay and Amazon to build their listings.

"Turning over our inventory, making sure it's accurate at all times, as well as giving the clients, a good lens to see exactly what's going on with their items has definitely helped us grow. We look forward to the future."

**Jacob Stern**  
NJ Rising Stars

## Company Profile

NJ Rising Stars

## Descartes Solutions

Descartes Sellercloud™

## About the Client

NJ Rising Stars is a non-profit organization founded in 2019 in Lakewood, NJ. They work with at-risk youths to provide reverse logistics services to several marketplaces and private labels. They primarily handle electronics and consumer goods and have 20 employees. Specializing in golfing equipment, accessories, and used clubs, Golf Superstore also offers full-service repair and is recognized by Golf Digest as a top 100 fitter, fitting golf clubs for all brands and models. Golf Superstore sells on Amazon, eBay, and its own website.

For more information, please visit  
[www.risingstars.work/](http://www.risingstars.work/)

## Quick Overview

### Challenge

An Extensive Number of SKUs in Various Conditions

### Solution

An Ecommerce Solution with WMS and Shipping Modules

### Results

- Increased Revenues
- Improved Client Transparency
- Supported 100% of the Way
- A Bright Future with Descartes

NJ Rising Stars overcame their challenges with Descartes Sellercloud and its WMS and shipping modules Skustack and Shipbridge. With Descartes Sellercloud, they can manage inventory, create SKUs and listings, and generate reports. With Skustack and Shipbridge, they can pick orders and prepare them for fulfillment.

Descartes Sellercloud improved how NJ Rising Stars managed inventory and product information. It enabled them to grade items by quality, list them online in the correct condition, and track them inside the warehouse. NJ Rising Stars could also use Descartes Sellercloud to copy Amazon listing information to automatically fill out product information.

CEO Jacob Stern says he appreciates how customizable Descartes Sellercloud is. One especially useful customization is being able to provide clients with logins to provide more transparency. Clients can always see their inventory, sales reports, and the general workflow. He adds that clients can only access their inventory .

With Skustack, NJ Rising Stars could now easily pick orders and scan every item in and out of the warehouse to maintain accurate inventory information. They could also finally conduct bin cycle counts and correct their inventory at a bin level. Stern also praised how easy Skustack is to use, saying it's "very straightforward." He mentions how it features an image and basic information about the item on the screen, which makes it easy to find. Considering how many individual SKUs NJ Rising Stars oversees, the visual element is immensely helpful.

Regarding Shipbridge, it enabled NJ Rising Stars to calculate shipping rates and pick the most convenient option. Furthermore, Stern said it helps prevent many issues by requiring SKUs to be scanned before shipping.

Descartes Sellercloud also enabled Golf Superstore to grade its inventory, track the precise inventory quantity they have for each product grade, and locate each grade at a bin level. They also adopted Skustack, Descartes Sellercloud's Warehouse Management System (WMS) to better manage product components.

## Results:



### Increased Revenues

In the last two and a half years, Descartes Sellercloud has helped NJ Rising Stars grow its business, diversify its revenue streams, and almost double its revenues.



### Improved Client Transparency

NJ Rising Stars's clients have individual logins limited to monitoring their inventory and reporting, helping them build trust, which has been crucial to their growth.



### Supported 100% of the Way

NJ Rising Stars feels that they have always been able to count on their Descartes Sellercloud account manager or the support team whenever they need help.



### A Bright Future with Descartes

NJ Rising Stars is optimistic the business will continue to grow and is excited to see how much more Sellercloud can offer them now that it has joined forces with Descartes.