

How Walking Comfort Eliminated Manual Tasks with Automations



Walking Comfort deployed Descartes Sellercloud in 2020 after expanding to a larger warehouse and realizing they needed an inventory and order management system to make the most out of the space. They soon discovered that Descartes Sellercloud solves many other challenges, such as manually exporting and consolidating data from different sources and managing listing variations. Walking Comfort also uses Skustack, Shipbridge, Memaila, and Waytopay.me modules.

“If I were not using scheduled tasks, my whole day would be exporting data and generating picklists for our warehouse and store staff. We have a couple hundred scheduled tasks that saves hundreds of man hours a week.”

Preston Johnson
Data Manager, Walking Comfort

Company Profile

Walking Comfort

Descartes Solutions

Descartes Sellercloud™

About the Client

Walking Comfort sells various footwear products, including running shoes, slippers, sandals, recovery footwear, and accessories like insoles. Founded in 2008, they are based in Centerville, Utah, and have 35 employees and two brick-and-mortar locations.

For more information, please visit

<https://walkingcomfort.com/>

Quick Overview

Challenge

Struggling to Manage Large Inventory and High Order Volume

Solution

One Solution for All Operational Challenges

Results

- Hundreds of Hours Saved
- No More Picking Errors
- New Sales Channels
- Reduced Shipping Costs

Walking Comfort was highly unorganized without a solution for managing inventory and orders. They weren't receiving purchase orders (POs), they didn't have a solution for picking products based on bin locations or to track inventory movements, and relied heavily on Fulfillment By Amazon (FBA) for order fulfillment. Walking Comfort struggled to consolidate its data in order to get a clear picture of its performance. Manually exporting data and creating picklists from their sales channels could take all day. They did not have a solution to consolidate and clean data, nor a way to automate tasks based on specific reporting criteria.

The most significant area Descartes Sellercloud helped Walking Comfort with was reporting. "[Descartes] Sellercloud gives me the ability to see from a high level or to drill down into the granular level," said Accounting and Operations Manager Brad Hendricksen. For Data Manager Preston Johnson, Descartes Sellercloud's reporting features help him get a company-wide view of Walking Comfort's available inventory to know what they have physically, what's reserved, and what they have in their 3PL and dropship warehouses. He also regularly uses Descartes Sellercloud's sales reports to see a summarized and detailed view of sales per product and channel.

The ability to customize Descartes Sellercloud is also a significant benefit. Walking Comfort was working with a brand that was willing to share its inventory feeds with them. They could customize Descartes Sellercloud to receive that information, check that products are available in their vendor's inventory before making an order, and mirror this inventory in their stores and marketplace channels in real time.

Another significant advantage of deploying was the container feature, which allows them to add multiple POs to a shipping container when importing from abroad. Not only does this feature save on shipping costs, but it also enables Walking Comfort to divide container costs among the products in each purchase order. They can then ensure that all the costs related to importing a product are covered, and adjust pricing as needed.

Walking Comfort began using Skustack, Descartes Sellercloud's Warehouse Management System (WMS), for full inventory traceability and eliminating overselling due to inaccurate stock.

Results:



Hundreds of Hours Saved

Using Descartes Sellercloud's scheduled tasks and automations, Walking Comfort saved hundreds of hours of manual work, which can now be completed in an hour or two.



No More Picking Errors

Walking Comfort dramatically reduced picking errors with the Skustack WMS and Descartes Sellercloud's inventory management features.



New Sales Channels

Walking Comfort used Descartes Sellercloud's many marketplace integrations to expand to new marketplaces beyond Amazon and increase customer reach.



Reduced Shipping Costs

Using Shipbridge, Descartes Sellercloud's shipping module, Walking Comfort cut shipping costs by 55% and enabled stores to dropship directly from retail locations.