



“Pacejet helps us ship more efficiently and improves tracking visibility for sales. Consolidating multiple sales orders into one shipment provides a better customer experience, is easier and more efficient for our shipping team, and helps sales see when customers might be ready to move forward with their project.”

- Eric Hochstein,  
Owner of International

## About International Spices

International Spices ([www.internationalspices.com](http://www.internationalspices.com)) is the Midwest's premier facility for custom formulation, blending and packaging of spices and food ingredients. International Spices works with food manufacturers, meat and poultry processors, co-packers, restaurant management groups, grocery stores and Mom and Pop businesses of all sizes to provide seasoning needs from one-ounce bottles to fifty-pound bags. The International Spices online store provides a full assortment of dried herbs, spices and seasoning blends for homes, commercial kitchens, and cafeterias.

## Challenge / Opportunity

A key part of the International Spices sales process is to work with customers on long-term projects to evaluate new spices and food ingredients, shipping out multiple samples of spices to help customers choose new recipes. The sales team needed an easy way to track multiple shipments for one customer, an automated process to notify customers of shipments, and complete shipping details to follow-up and keep evaluations moving forward. The shipping team wanted integration that would automatically transmit order data to carriers, print labels without duplicate data entry, record tracking numbers in their NetSuite ERP, and feed email confirmations with tracking numbers and links. Both the sales and shipping teams were also looking for an easier way to consolidate multiple sales orders into one set of shipping containers to simplify the customer experience during long projects, reduce shipping costs, and make sure tracking information was easily available for any of the sales orders without duplicate data entry.

## Solution

International Spices deployed Pacejet Cloud Shipping as an integrated solution with their NetSuite ERP system. Pacejet connected the NetSuite ERP directly with carriers like UPS, providing a complete set of shipping services and automating the International Spices shipping process. Pacejet also provided consolidated shipping, helping International Spices pack multiple sales orders into one or more boxes, processing the containers as a single shipment, and then automatically updating all sales orders with tracking information.

## Results

As a cloud solution, Pacejet didn't require any setup or maintenance of multiple PC software applications or integrations so deployment, upfront costs, and regular upgrades were all simpler and less expensive than on-premise software. Pacejet integration with NetSuite allows the shipping team to process shipments faster with fewer errors and without duplicate data entry. Shippers also use the Pacejet consolidation feature to pack together and ship multiple sales orders with automatic NetSuite updates for all sales orders in a shipment. "Processing just 50-100 sample orders in a few days could easily generate 100 calls for status," said Eric Hochstein, Owner of International Spices. "With the Pacejet consolidation feature we can pack multiple orders into a single box, process one shipment, and have all of the orders updated with tracking details. Not only is it faster for our shipping team but it provides better visibility for sales to see when a customer has all of the latest samples for their project."