



“Click on the button – Boom, done!”

COMPANY

Robertet Flavors, Inc.
Piscataway, NJ

<http://www.robertet.com>

CHALLENGE

Manny Torres, Sample Laboratory Manager at Robertet Flavors, needed a system that would allow the company to ship globally and simplify the export process.

SOLUTION

Shipping Solutions Professional keeps all the information Torres needs in one place, and its ease of use, customer support, and affordable cost makes it a great tool for keeping the export process running smoothly.



Robertet Flavors Inc. researches and develops flavors and fragrances using mainly natural ingredients. They export raw materials and samples to more than 50 countries. Their export business has grown 35% and they do more than 40 exports every month.

Manny Torres, Robertet Flavors' Sample Laboratory Manager, said when he needed to begin exporting globally, he took classes to learn the process but never discovered a unified system. At the time, the company's shipping department wasn't equipped to handle global exportation. Any necessary documents for shipping had to be handwritten—they had no pre-made forms.

Torres stumbled upon Shipping Solutions and has been thrilled with the Professional version of the software. Instead of writing out documents, any kind of form or documentation he needs is readily available in the program.

“We're switching the mentality of the people here who want to type Commercial Invoices,” Torres states. “I've looked at other software,” he said, “but I'm telling you Shipping Solutions is one thing that does everything. Its ease of use, ease of training, and the

accessibility and the layering in terms of security and the cost, I'm in love with them. If I have a question I can call them up, and they are very, very supportive.”

Shipping Solutions saves Torres time and money. He estimates that he saves about 20-30 minutes on every shipment. “I click on the button – boom, done!” He often uses FedEx as his carrier but keeps all the documents in Shipping Solutions. “Brazil, for example, used to be a headache, but with Shipping Solutions it's sweet. If a document gets lost, boom, I can email the form, and the stuff gets through.”

Instead of focusing on the export process, Torres now focuses on his samples and closing deals with clients, thanks to Shipping Solutions. He says, “With Shipping Solutions the export process is smooth as butter.”