

# Edisoft EDI | Sage ERP Accpac Wholesale Distribution

CLIENT SUCCESS STORY



**Client**  
Article, Inc.

**Industry**  
Wholesale Distribution

**Location**  
Toronto, Ontario

**Number of Locations**  
1

**System**  
Edisoft EDI  
Sage ERP Accpac

## CA Plus and Edisoft – A Successful Design for Article, Inc.

Article, Inc. designs and manufactures premium housewares for retailers across the United States and Canada. The company maintains its headquarters in Toronto and distributes its products through third-party warehouses in both countries. The company's reputation for quality products and prompt, reliable delivery ensures its products will remain in demand. To help it meet its business management requirements effectively and efficiently, Article, Inc. relies on Sage ERP Accpac and Edisoft EDI, ably supported by the professionals at CA Plus.



### A Long-Standing Partnership

For nearly two decades, Article, Inc. has used Sage business management solutions; as a young start-up, the company used Sage Simply Accounting, the most popular small business accounting solution in Canada. When growth and sophisticated EDI requirements prompted a change, Article, Inc. upgraded up to Sage ERP Accpac and Edisoft EDI.

“CA Plus has been our Sage business partner since the beginning and they recommended both the Sage ERP Accpac and Edisoft solutions to us,” says Michelle Belanger, logistics and compliance manager for Article, Inc. “We turn to CA Plus for sound advice, great recommendations, and excellent support.”

### Third-Party Warehouse Flexibility

The flexibility of the Edisoft EDI solution has proven invaluable to Article, Inc. The company relies on third-party warehouses for order fulfillment, and Edisoft supports this more complex fulfillment model well. “The third-party logistics model works particularly well for us,” says Belanger. “Edisoft is well suited to this distribution model.”

Article, Inc. sends a Warehouse Shipping Order (EDI 940), to its third-party warehouse to initiate fulfillment. “They process the order, pack it, print labels, and ship the order,” explains Belanger. “A crucial component is the customer labels; they vary a great deal by individual customer. Using Edisoft, we are able to provide the warehouse with the current specifications for each customer label, so we know it is always correct.”

Among the items Article, Inc. offers to its customers are display units for its products, consisting of several components. The displays are set up as kits in Sage ERP Accpac, because while it is important for the warehouse documents to contain the individual items that make up each kit, customers want



### About Edisoft

Edisoft was founded in 1995 with the vision of providing unparalleled EDI solutions that would enable small and medium-sized businesses to connect and trade easily with their trading partners. Edisoft set out to develop a product that would integrate full-featured EDI functionality directly into major accounting and ERP software systems.

Our end-to-end EDI solution offerings include: Edisoft Merchant, Edisoft Visual ASN and Edisoft Business Exchange. Merchant provides comprehensive seamless EDI integration with your accounting system, Visual ASN brings order visibility to your warehouse environment, and Business Exchange is Edisoft's Value Added Network (VAN).

Edisoft continues to provide businesses throughout North America with the solutions they need to expand and grow their businesses.

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only to see the main kit item. The software easily accommodates these transactions.

### End-to-End Solution

As an order is shipped, the warehouse transmits a Warehouse Shipping Advice (EDI 945), notifying Article, Inc. of the event. Edisoft then sends an Advanced Shipping Notice (ASN and EDI 856), to its customers notifying them of the upcoming delivery.

“Once the ASN is transmitted, the system creates an invoice automatically in Sage ERP Accpac,” says Belanger. “It is a highly efficient process that eliminates data entry time, decreases errors, and reduces the volume of paper used. The tight integration between Edisoft and Sage ERP Accpac means that all the information about our orders and invoices, including the shipping tracking number, are available to us in the accounting application. It really is an end to end solution.”

### No Chargebacks

Article, Inc. processes many large volume orders, many with multiple shipping addresses. A single error in processing could lead to expensive chargebacks from customers. However, Article, Inc. is able to handle the volume with its lean staff thanks to the efficiencies of its distribution solution.

The Edisoft EDI solution is really a phenomenal product capable of handling a high

volume of order lines extremely accurately,” says Belanger. “We have never had a charge back related to our EDI transactions—not even one.”

### Flexibility to Meet Changing Requirements

As Article, Inc. wins additional customers, the staff at Edisoft is always able to quickly deliver EDI maps matching the new requirements. “We simply send them the EDI guidelines for our customer and they either create a new template meeting the guidelines, or quite often they already have an existing template to match,” says Belanger. “They install it for us, test it, and we are ready to go live with the new customer.”

Over the years, Article, Inc. has seen its customers' EDI requirements grow increasingly complex and stringent, yet its accounting and EDI solutions have scaled to meet the new requirements. “Recently we had a customer adopt a new bar code symbology for their shipping labels and we were able to accommodate it quickly,” Belanger says.

After years of efficient, accurate, and timely service, Article, Inc. has earned a strong reputation across its customer base, and an exceptional vendor EDI scorecard. “Our customers know that Article, Inc. can do it, and do it right,” concludes Belanger.

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