

Sage Accpac ERP Distribution & EDI

CLIENT SUCCESS STORY



Client
Golf Gifts & Gallery

Industry
Distribution

Location
Powers Lake,
Wisconsin

Number of Locations
1

Number of Employees
30

System
Sage Accpac ERP
SageCRM
Edisoft
Visual ASN

Front Line Systems and Edisoft Suit Golf Gifts & Gallery to a Tee



When you are looking for a gift for the golf enthusiast in your life, Golf Gifts & Gallery is the source to turn to. Whether it is a framed picture of the Pebble Beach course, a golf-themed barbecue set, or a golf bag coin bank, Golf Gifts & Gallery has you covered. The company's own 125,000 square foot warehouse is filled with more than 1,400 items with a golf theme sold through gift shops, major sporting goods stores, and online retailers. As a specialty distributor, Golf Gifts & Gallery seeks to carry the right mix of products and deliver orders to customers in the most timely and efficient manner possible. For years, Edisoft, Sage Accpac ERP, and Front Line Systems, Inc. have helped the company accomplish its mission.

Call In The Pros

Several years ago, as part of a corporate move to Wisconsin, Golf Gifts & Gallery elected to update its older version of Sage Accpac to the most current version.

"We were several versions behind, and the update proved to be a bit tricky," recalls Sid Johnson, Vice President of Golf Gifts & Gallery. "We had a particular recurring problem our then partner could not figure out. Out of desperation, we called five local Sage business partners for assistance. None of them knew how to help us, and two of them even recommended we call Front Line Systems. We called Front Line Systems and they have been our support team ever since."

Front Line Systems helped the company update its Sage Accpac software and add

several additional components, including the integrated SageCRM solution and a new integrated EDI solution. "Front Line Systems accomplished in a few weeks what we had been trying to for several months," Johnson says.

Driving Efficiency

Front Line Systems worked with Golf Gifts & Gallery to streamline its EDI operations. "The old system was a hosted system," explains Johnson. "We were paying too much for the service we received; our carton and pallet labels had to be printed off-site at our EDI provider's location and delivered to us. It was inefficient and was proving unworkable as our volume increased."

Front Line Systems recommended switching to Edisoft, a robust EDI solu-



About Front Line Systems, Inc.

Front Line Systems is a full service Sage Accpac ERP Partner. We are in the top 10 of all partners in North America for 2006-2009. We have been honored by Sage Software with Presidents Circle in 2003, 2008 and 2009 as well Qualified Installer of the Year in the United States for 1998.

We work with Sage Accpac's end-to-end solutions based on Sage Accpac ERP, Sage CRM for Accpac and Sage HRMS. With the addition of warehouse management, Web store, EDI, and Fixed Assets, you have a system that is fully integrated and will grow with your company.

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tion that integrates with Sage Accpac. Although the Edisoft solution supports dozens of Value Added Networks (VANs), the company also elected to utilize the Edisoft VAN, Business Exchange, to communicate with its customers. "It proved the most cost effective for us, and it works perfectly," Johnson says.

Boost Efficiency

"We send and receive a huge volume of invoices and orders," Johnson says. "In an average month we might send out 8,000 invoices. Without Edisoft and Sage Accpac, we would have a tough time keeping up."

Johnson calculates that the solution saves his organization tens of thousands of labor dollars every year by automating the order entry, order fulfillment, and invoicing processes. "Using Edisoft saves us the labor of four or five employees," he says. "We don't have to pay individuals to perform manual data entry of our orders and invoices, or generate the carton labels—the software does it for us."

Using the Visual ASN component of Edisoft, Golf Gifts & Gallery has streamlined its entire order fulfillment process, increasing processing speed and reducing transaction costs. The company uses pre-defined packing rules to auto-pack thousands of orders and print the required shipping labels in a matter of minutes. Personnel also have the ability to adjust packing as needed using an intuitive, visual screen with drag-and-drop

functionality. These options give Golf Gifts & Gallery the flexibility and performance needed to better meet the demands of their valued customers.

Once a carton or a pallet is complete, Edisoft generates the required customer label, creates an Advanced Ship Notice, and produces an invoice in Sage Accpac. "Visual ASN has cut our order-processing time in half," says Johnson.

Edisoft supports the UCC 128 carton label that many of Golf Gifts & Gallery's customers require. "We were able to customize the label to meet each customer's unique requirements," Johnson notes. "Edisoft generates the correct label for the customer every time."

An Ace Team

Johnson praises the professionalism and knowledge of the Front Line Systems consultants, "They have really been our lifeline," he notes. "They fully understand the software, this business, and how EDI operates."

"Edisoft and Front Line Systems have really helped our company run more efficiently. We are doing more business with the same number of people—that improves our bottom line," Johnson concludes.

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