

## CUSTOMER SUCCESS



## Sage MAS 500 and Transaction Manager are Flexible Solutions for Plasti Dip International

Plasti Dip International, developer and manufacturer of Performix® brand products, has been the leader in rubberized and specialty coatings since 1972. The company's products are sold to manufacturers, retailers, and distributors throughout the world. To compete in a crowded retail marketplace largely directed by large retailers Plasti Dip International requires integrated ERP and Electronic Data Interchange (EDI) functionality and found its solution in Sage MAS 500 ERP and Transaction Manager EDI by TrueCommerce.

### An Integrated Solution

Before Plasti Dip International implemented Sage MAS 500 and Transaction Manager, it struggled with separate sales order entry, accounting, reporting, and electronic trading software packages. Debbie Dahlberg, sales manager at Plasti Dip International, recalls the difficulties, "We were using a combination of other software programs that had very poor reporting options and no provision for integrating EDI functionality. As a result we had a lot of manual processes in place. We needed a powerful, integrated solution."

In addition to flexible reporting and integrated EDI capabilities, effective inventory control, manufacturing, and purchasing features were a priority as Plasti Dip International selected a new ERP solution. "Sage MAS 500 is the stand-out solution," Dahlberg says. "We looked at others, but it was clear that Sage MAS 500, with its powerful integrated tools and modules, offers exactly what we need."

### Painless EDI

EDI is a crucial component of Plasti Dip International's implementation. "We've been trading using EDI for 12 years," Dahlberg notes. "Until now nothing has worked well for us. It was always a painful process, requiring time-consuming manual tasks." Transaction Manager by TrueCommerce EDI, a Sage Software Endorsed Solution, has changed the way Dahlberg and the company feel about EDI. "Instead of a headache, we now have an efficient trading tool," she says.

Orders are received electronically and are automatically formatted and transferred into the Sage MAS 500 Sales Order module and an order acknowledgement is sent to the customer. Once the orders are staged and ready for shipping, the software automatically generates and sends an Advanced Shipping Notice (ASN) to the customer.

### Customer:

**Plasti Dip International**

### Industry:

Specialty Coating Manufacturer

### Location:

Blaine, Minnesota

**Number of Locations:** 1

**Number of Employees:** 30

### System:

**Sage MAS 500 ERP**

**Transaction Manager by  
TrueCommerce EDI**



### CHALLENGE

Plasti Dip International expended a great deal of manual effort to accommodate customer-mandated EDI processing requirements. Reporting in the company's former ERP software was inflexible and inadequate.

### SOLUTION

Sage MAS 500 and TrueCommerce EDI combine to deliver an integrated ERP and EDI solution for Plasti Dip International.

### RESULTS

Integrated EDI eliminates manual steps. Streamlined procedures give sales representatives more time to sell. Forecasting data optimizes the company's purchasing process. Better reporting and increased insight into receivables boosts cash flow.

Plasti Dip International receives orders through EDI every day. Most of those transactions involve multiple ship-to locations where each incoming customer purchase order generates dozens of separate orders in Sage MAS 500. "It's quick, clean, easy, and virtually automatic," says Dahlberg.

Plasti Dip received comprehensive training on the EDI solution directly from TrueCommerce, and Dahlberg notes that the initial training and the ongoing support are excellent. "They were able to accomplish the entire implementation remotely, saving us time and travel expenses," she says. "The training we received was excellent and when we need to add a new trading partner, all it takes is a phone call."

### Sales Intelligence

With the company's old software, it was impossible to obtain the detailed sales reports that Dahlberg required to effectively manage her team's sales efforts. "We had no sales history data for the ship-to address," she explains. "As you can imagine with large customers, we have dozens, even hundreds of ship-to addresses for a single customer. With Sage MAS 500, I can generate detailed sales reports by the ship-to address—something I couldn't do before." This information allows Dahlberg and her team to better analyze and promote sales activity for the company's large accounts.

### Effective Inventory Management

Item pricing fluctuates frequently, and Sage MAS 500 includes tools that make it easy to incorporate these changes. "We have grouped our items into categories and can change the price of every item in a particular category by a certain dollar amount or a percentage," Dahlberg explains. "In the old software we had to touch every item."

The company's purchasing department utilizes the tools and reports in Sage MAS 500 to optimize its procedures. "We have better forecasting tools now; better forecasting leads to more strategic purchasing decisions based on sales trends and current stock situations," Dahlberg explains.

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### More Time for Selling

Sage MAS 500 ERP and TrueCommerce EDI combine to provide an efficient, integrated business management solution to streamline work for Plasti Dip International. Dahlberg notices that her sales team now has more time to focus on selling. "Order entry is fast and easy. The sales and customer service team have all the details, such as on-hand quantities, pricing, credit status, open orders, and prior purchase history, right at their fingertips," she says.

The software automatically generates and sends the ASNs to customers, something the sales staff had to handle manually under the old system. Plus, order confirmations can be e-mailed to a customer from Sage MAS 500, another time-saving feature.

### Improved Invoicing

The invoicing process at Plasti Dip International has improved thanks to Sage MAS 500 and Transaction Manager. "EDI allows us to generate invoices faster and more accurately, and get the invoices in the hands of our customers sooner," says Dahlberg.

If you would like to learn more about Sage MAS 500 ERP, please visit [www.sagemas.com](http://www.sagemas.com) or call 1-800-854-3415 to speak with a representative today.

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