



Regional Janitorial Supply Distributor
Automates Business Processes with the
Help of Kemper Technology Consulting
and Finds an Extra 30 Days in the Year

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>> Eliminated manual processes. Increased inventory accuracy. Decreased pricing errors.

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The Challenge

Can you imagine doing this on the front-end operation?

- Hand-writing a sales ticket for 300 lbs. of ice melt
- Finding the appropriate price list to determine exact price
- Walking over to the Rolodex to look up your customer's information and determining their standard contracted discount (if it's a new customer, then a new customer account will have to be established).
- Punching the figures on a pocket calculator and transcribing to the sales ticket
- Swiping the customer's credit card on the credit card machine for payment
- Stapling the credit card receipt to the sales ticket
- Carrying the product to the customer's truck

The whole process took about 15 minutes. We're all done! Right? Not quite...
Now, for the back-end operation...

- Deliver the sales ticket and credit card receipt to order processing (who happens to be on break at the moment).
- After stopping for a cup of coffee and grabbing a doughnut, order processing enters the transaction into the computer system, noting the sale and adjusting the inventory (of course the hand-written sales ticket is perfectly legible).
- Now order processing delivers the paperwork to the accounts receivable department for entry into the accounting system.

Simple, right? Did we mention the fact that, during this 30-minute time frame, three other customers came in to purchase ice melt in preparation for the upcoming snowstorm? Did you know your inventory level? Could you have delivered the product? Did you realize that one customer left in disgust, tired of waiting in line, and drove to a nearby competitor?

The Solution

One of Kemper Technology Consulting's clients, a distributor and wholesale provider of janitorial supplies, recognized the need to automate their processes. Kemper Technology Consulting (KTC), their Sage Accpac and IT provider, implemented the perfect solution to handle their 5,000-plus different SKUs – Sage Accpac ePOS.

KTC seamlessly integrated Sage Accpac ePOS, a point-of-sale program, providing a complete solution to both front- and back-office transaction processing.

Sage Accpac ePOS provided the following benefits to the janitorial supply distributor:

- Seamless integration with Sage Accpac ERP, which resulted in a real-time integration with the back-office accounting system.
- Up-to-the-minute inventory availability, pricing and customer details are available at the point-of-sale.
- With its Internet-based design, single server installation made initial deployment and on-going maintenance fast and cost effective.
- Use of POS terminals is uninterrupted, even if the network connection is lost.
- Browser-based interface makes the solution quick to learn and easy to use, saving valuable training time and money.

The Result

With the ePOS implementation and added automation, the distributor easily adds, at minimum, an hour to each business day. While that may not sound like much, when calculated over a year, the distributor adds a full month to their business cycle (50 weeks x 5 days = 250 hours. 250 hours/8 hours per day = 31.25 days)! Manual, over-the-counter invoices have been eliminated, and inventory accuracy has increased, while pricing errors have decreased.

With ePOS, the easy point-and-click interface makes completing transactions fast and simple. Support for tracking customer loyalty, sales promotions, price discounts, customer and inventory look-up, multiple payment methods, and receipt printing have profoundly and positively impacted the distributor's business operations. The customer's buying experience has improved – orders are processed more quickly, and computer-generated receipts now match monthly statements.

The old process took 20-30 minutes involving 3-4 people. Now there's ZERO order entry, ZERO applied payments and TOTAL REAL TIME integration. With Sage Accpac ePOS, the process now takes 5 minutes and one person. Our janitorial supply distributor just found that 25th hour in the day, adding 30 more days to their productivity!

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