Stone Forest IT

Electronic Data Interchange Expedites Order Processing

CHALLENGE

The client is a global beauty products manufacturer that has experienced rapid growth of incoming orders from in-flight services and duty-free travel retail operators in the Asia-Pacific region. As demand grew, it became increasingly challenging for the client to manually record voluminous orders from its customers and send their details to its logistics company for distribution. This highly manual and time-consuming process was prone to human data entry errors and negatively affected supply chain efficiency. To address this problem, the client approached Stone Forest IT (SFIT) for a solution.

SOLUTION

Following an assessment of the client's situation, SFIT implemented the following features:

· An EDI-based tool that streamlines connection between the client's Sage 300 accounting system and the logistics company's system

· Advance Ship Notices (ASN) sent through Sage 300 to notify the logistics company of incoming stock details

· Sage 300 forwards customer order data to the logistics company, which in turn sends back an EDI document to confirm the order's details, such as delivery dates and quantities

· Email notifications sent to the client's operational staff and logistics company whenever an order or ASN is received respectively

RESULTS

After implementation of the solution, the client achieved significant improvements in several areas:

· Improve accuracy of order data recorded by 70%

· Reduce order processing time by 50%

The successful deployment is a result of SFIT's extensive experience in providing customised solutions for Sage 300 to match organisations' business needs.

HIGHLIGHTS

Industry:
Travel Retail

Location:
Singapore

Solution:
Electronic Data Interchange-based tool for Sage 300

Results:
· Improved accuracy of order processing
· Faster order processing time

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