

TrueCommerce's EDI Solution and Responsive Support Generate Satisfaction within Stewart-Jackson Pharmacial

Challenge:

- Deploy an EDI solution that is easy to implement, robust and affordable that will comply with wholesalers' response to a state-mandated requirement.

Solution:

Purchase an end-to-end EDI solution from TrueCommerce:

- **TrueCommerce Integrator™** : translation software converts data to and from the EDI standard into a format useable by back-end accounting or business applications
- **Business System Plug-In™** (BSP) : provides EDI transaction mapping and integration to the business or accounting system
- **Electronic Partner Plug-Ins™** (EPP) : provide the mapping required to format EDI documents to the unique specifications of each trading partner
- **Electronic Labeling Plug-In™** (ELP) : automates the process of generating UCC-128 numbers and printing trading partner approved shipping labels

Results/Benefits:

- New EDI users can quickly become proficient and comfortable with the system's processes.
- Companies won't need to hire dedicated IT personnel to maintain the system.
- Satisfies compliance requirements for wholesalers affected by pharmaceutical pedigree laws.

"TrueCommerce was the most user-friendly and cost-effective of the systems we reviewed. It's so easy to use... [and TrueCommerce] will go the extra mile to satisfy their customers."

Susan Kunkle
Director of Operations
Stewart-Jackson Pharmacial

BACKGROUND

Change in state laws necessitated implementation of EDI system

For more than 30 years, the family enterprise of Stewart-Jackson Pharmacial (SJP) has developed and marketed prescription pharmaceutical products in the respiratory, urology, and cardiovascular therapeutic categories.

In July of 2006 Florida enacted a revised pedigree law for prescription drugs. SJP's wholesalers then began requiring EDI-based communications of Advance Ship Notices (ASNs) and UCC-128 labeling. At that time, SJP was using Microsoft® Dynamics™ GP business management software and manual entry to transact business with their wholesalers.

ADDRESSING THE ISSUES

Ability to work through transitional issues reinforced decision to go with TrueCommerce

Despite manual data entry, SJP maintained an excellent record for order fulfillment and same-day shipping. The Florida mandate, however, necessitated a system change and with it, an education in working with an electronic-based process.

Susan Kunkle, SJP's new Director of Operations, had not previously worked with an EDI system. She therefore needed to find not only the best solution for their mid-sized company, but also one that would be easy to learn and maintain, with a good customer support network.

In October of 2005, Kunkle researched a number of EDI systems and chose TrueCommerce. "It was important that our new system not require a full-time IT person to maintain it," said Kunkle, "and TrueCommerce was the most user-friendly and cost-effective of the systems we reviewed."

The mandate requires Advance Shipping Notices (ASNs) to be sent via EDI to SJP's customers. "Our solution provides the ability to integrate any EDI document into the Dynamics GP business system," said George McKee, TrueCommerce President and Chief Executive Officer, "our professional services team worked with the Stewart-Jackson Pharmacial Team to easily and cost-effectively meet all their business objectives."

"Everyone on the team recognized the need and helped develop a workable solution," said Kunkle. "In fact, I was so impressed with the support that I received, especially from our primary TrueCommerce contact person, that I wrote a letter of recommendation to his supervisor. He understood our unfamiliarity with the implementation process and took care of everything for us."

BENEFITTING FROM THE RESULTS

Ease of use and responsive support turns novice into satisfied expert

"Though we needed to implement EDI because of the law change, we knew that the right system should also make our order processing easier and more worry-free," Kunkle noted. "The TrueCommerce EDI solution has made order fulfillment, acknowledgement and invoicing easier while still meeting our goal of same-day shipments."

Kunkle's pleasure over the resolution of her issues and the ease of product use has made her a self-proclaimed fan of TrueCommerce. "My husband's company is also using TrueCommerce and when he ran into some issues I told him he obviously wasn't using the system to its full potential and I could give him a lesson when he got home," she laughed, and added, "I also suggested he should look internally for the source of his problems. They wouldn't have been caused by TrueCommerce because TrueCommerce will go the extra mile to satisfy their customers."

We make EDI painless.

Since 1995, our mission has been to provide small to mid-tier companies with a comprehensive, end-to-end EDI solution that is easy to implement, robust and affordable.

TrueCommerce customers use our solution to exchange tens of millions of EDI transactions annually within a variety of industries, ranging from retail and banking, to healthcare and government.



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