

# Implementing TrueCommerce's Easy, Affordable EDI Solution Provided Productivity Benefits for CIPA USA

## Objective

- Implement a cost-effective, easy-to-use EDI system that would increase company productivity, order accuracy and support current and future trading partner requirements.

## Solution

- Implement simple and affordable end-to-end EDI solution from TrueCommerce.

## Results/Benefits

- Combined a highly-regarded business system with an easy-to-use, integrated EDI solution that significantly improved productivity and cost savings.
- Simple, straight forward system was easy to learn and easy to use.
- Enabled better management of current and future trading partners' transactional business requirements.
- Professional and responsive support addressed customer's dynamic business needs and made trading partner coordination run smoothly.

**"I used to spend eight hours a day entering EDI documents, but once we started using TrueCommerce, it took me 10 minutes, then I was able to expand my support of the company into other business-critical areas."**

Robin Huber  
EDI Coordinator  
CIPA USA, Inc.

## BACKGROUND

### **New trading partner necessitated implementation of EDI system.**

With more than 30 years of expertise in manufacturing mirrors for the automotive industry, CIPA USA, Inc.'s expertise and expanded product line now includes mirrors, towing packages and other add-on accessories for automotive, motorcycle and marine industry vehicles.

CIPA began working with a new trading partner, that required more time-intensive data transactions than the company had previously encountered, and motivated CIPA to evaluate their current system based on future business needs.

## ADDRESSING THE ISSUES

### **TrueCommerce EDI implementation was easy, fast, affordable and enabled CIPA to streamline order processing and optimize productivity.**

CIPA's previous data entry application could not adequately link to their Sage MAS 90 ERP accounting software. "We needed to implement an EDI system, but wanted an affordable, easy-to-use system that was compatible with our accounting software and would also allow us room to grow with current and future trading partners," said CIPA's EDI Coordinator, Robin Huber.

Their biggest issue, however, was the amount of time it took to process orders. "We were manually documenting between 100 and 300 purchase orders for our new trading partner alone, which was an all-day job for EDI entry," said Huber. "As a small but growing company, it was in our best business interest to implement an EDI system that would be compatible with Sage MAS 90, simple to integrate and operate, enable us to lessen or entirely remove manual data entry...and, of course, be affordable."

In June of 2005, CIPA began evaluating EDI systems and chose the TrueCommerce Sage solution. "We compared their solution and other providers to our current solution, and TrueCommerce came out ahead," Huber said. "At first, TrueCommerce seemed too good to be true. Their system was very simple and straight forward. It had huge time-saving advantages, was compatible with our accounting software and TrueCommerce really made it easy for us to implement the system very quickly." In fact, CIPA's EDI system was installed and operational in less than

three weeks. "Our company's hardware expert worked with TrueCommerce to make integration between our company and our customers run smoothly," she noted.

### **BENEFITTING FROM THE INITIAL RESULTS...**

**Transactional processes expedited and solution paved way for future company growth.**

The case of doing business with our most time-sensitive trading partner is the best indication that choosing TrueCommerce was a sound business decision. Once their links were up and running, Huber found she could, "with just a few mouse clicks," quickly transfer purchase orders into CIPA's accounting software, produce sales orders, receive warehouse approvals and invoices, and process the transactions. "I used to spend eight hours a day entering EDI documents," she stated, "but once we started using TrueCommerce, it took me ten minutes and I was able to expand my support of the company into other business-critical areas, including shipping and invoicing. We were able to reassign workloads within our company to increase overall productivity."

Having TrueCommerce's EDI solution in place has also helped CIPA better support their current and new trading partners. "Once the system was in place," said Huber, "we were able to add other customers, including one who required daily drop shipments, which we previously didn't have the capability to deliver. We were also able to provide labeling, another new capability."

### **...AND STILL SEEING THE BENEFITS!**

**Several years later, CIPA USA continues to be impressed with TrueCommerce EDI capabilities, upgrades and customer service.**

During a recent contact with CIPA, Huber still had many great things to say about her company's decision to work with TrueCommerce. "Implementing an EDI solution has been helpful in recruiting new trading partners," she said. "Once they realize we are using EDI, they are a lot more comfortable with our ability to make timely and accurate transactions and stay up-to-date on the documentation, mapping and guidelines necessary for their specific business requirements."

Adding trading partners to the system has been "extremely simple," Huber noted. "TrueCommerce pretty much does all the work. All we do is push the 'Get' button and it downloads the partner's information into our translation software. If we need to make any tweaks to the data, it's easy to do, and TrueCommerce handles it for us."

Working with TrueCommerce continues to be a great experience for Huber. "I'm very pleased with the solution they initially provided us, as well as their ongoing service and support. "Perhaps the best testament to her support for TrueCommerce has been her willingness to speak with prospective and new EDI customers about her positive experience using TrueCommerce EDI with Sage MAS 90, an offer she said she is, "more than happy to continue to make."



## **We Make EDI Painless.**

TrueCommerce provides everything small to mid-tier companies need to fully implement EDI from one source.

Since 1995, our mission has been to make EDI painless by providing a comprehensive, end-to-end EDI solution that is easy to use, robust, and affordable.

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



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