MedTest

Medical Equipment Manufacturer Increases Automation to Comply with Distributors' EDI Requirements Using TrueCommerce

OBJECTIVE

➤ Comply with the EDI requirements of major distributors while increasing automation and efficiency

SOLUTION

➤ Leverage TrueCommerce trading partner connectivity and superior integration with Sage 300 to optimize order processing

BENEFITS

More Connected. More Supported. More Prepared for What's Next.

➤ Meets the varied EDI requirements of major distributors in the clinical diagnostics industry

➤ Reduces order processing time to support faster shipping

➤ Accelerates the order-to-cash cycle by eliminating delays caused by errors

BACKGROUND

MedTest is a leading global provider of clinical diagnostic products, including the well-known MedTest DX, Medical Laboratory Solutions, Pointe Scientific and Clinitox Diagnostix brands. Laboratories worldwide rely on MedTest's thirty-plus years of experience for sales, support, service and training.

In line with its commitment to flexibly respond to the complex challenges facing today's medical laboratories, MedTest recently implemented EDI to more efficiently serve the industry's major distributors and comply with their EDI requirements.

According to Karen Cota, Customer Service Manager, MedTest started using EDI in production in February 2018. Its biggest trading partners include Fisher, McKesson, Henry Schein, Cardinal Health and VWR.

AUTOMATES A MANUAL ORDER PROCESSING WORKFLOW

Prior to implementing integrated TrueCommerce EDI for its Sage 300 business system, MedTest's order processing workflow was entirely manual. Purchase orders, PO acknowledgements were all exchanged via email. Invoices were sent via mail or email. Moreover, data was moved in and out of Sage 300 by retyping it.

MedTest order processing is now fully automated with TrueCommerce. The supplier receives EDI 850 purchase orders from customers and sends back EDI 855 PO acknowledgements, EDI 810 invoices and EDI 856 Advance Shipping Notices (ASNs)—all automatically.

"With TrueCommerce, we don't need to input ASN information manually. Our EDI system pulls the information from the invoice automatically." Ms. Cota notes.

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SAVES TIME AND SUPPORTS A LARGE TRANSACTION VOLUME

MedTest currently receives over 20 POs per day via EDI and sends back a PO acknowledgement, invoice and ASN associated with each PO. That's over 80 EDI transactions per day that are handled easily with TrueCommerce.

The new system saves all the time associated with rekeying that data.

"The overall order entry processing time has decreased significantly," states Ms. Cota. "We also plan to use the TrueCommerce Scheduler add-on to save us more time by automatically sending documents."

PROVIDES FAST AND ACCURATE INFORMATION TO OUR DISTRIBUTORS

With TrueCommerce, MedTest was able to streamline information exchange with their distributors, significantly improving lines of communication.

"TrueCommerce EDI helps communicate order- related information faster to our distributors," Ms Cota informs. "It also enables us to input item availability and expected ship dates. We are able to send all invoices with just a few clicks. It definitely saves times and our distributors are more satisfied with the process."

MORE SUPPORTED AND EASY TO USE

TrueCommerce ease-of-use is another productivity-boosting factor.

"Overall I find the TrueCommerce solution to be easy to use," adds Ms. Cota. "I'm looking forward to getting more training from TrueCommerce in the future, to help us find more ways to improve our efficiency and save time and money."

TrueCommerce support has also helped increase productivity and maximize the value of the solution.

"The TrueCommerce team are very helpful," Ms. Cota remarks. "Anytime I run into issues they get right back to me with an answer. Also, they've taught me quite a bit about our EDI system, such as how to onboard new trading partners and setup items and pricing—all of which saves time."

On the whole, MedTest's experience confirms that the TrueCommerce integration with Sage 300 is an effective combination for high transaction volume environments.

"TrueCommerce is a great EDI tool," notes Ms. Cota. "I'd recommend it to other Sage 300 users. Especially if you have multiple trading partners and many POs to handle daily. It definitely saves you time and money!"

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>
> **Karen Cota**
> Customer Service Manager, MedTest

ABOUT TRUECOMMERCE

TrueCommerce is the most complete way to integrate your business across the supply chain, integrating everything from EDI to inventory management, to fulfillment, to digital storefronts and marketplaces, to your business system and to whatever comes next. That's why thousands of companies across various industries rely on us.

THE TRUECOMMERCE TEAM IS HERE TO HELP!

If you have any questions regarding TrueCommerce, or how our solutions apply to your business, our passionate, customer focused team is here for you.

Call us today at 888.430.4489

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