



CASE STUDY

Worthington Direct Supplier Automation Case Study



Worthington Direct is a premier supplier of institutional business furniture serving schools, churches, offices, libraries and healthcare facilities.

About Worthington Direct

Worthington Direct has been a premier supplier of institutional business furniture for over twenty years. They supply top-quality furniture and related items at competitive prices to a variety of organizations, including schools, churches, offices, libraries and healthcare facilities. Offering the best possible selection, service and price, Worthington maintains strong partnerships with many trusted furniture manufacturers to facilitate quick, efficient drop-shipping to the end customer. The company's rapid growth and expanding supplier network created increasing pressure to automate their supplier communication workflows to improve accuracy, reduce manual processes and strengthen performance.

The Objective

Improve organizational efficiency, save time and cost and reduce errors by automating numerous manual order processes with suppliers, customers and third-party shippers.

Challenge #1

Multiple manual steps required to create, print, sort, scan and email purchase orders to suppliers.

Challenge #2

Manual recording of PO acknowledgements, shipping information and invoicing created delays and errors.

Challenge #3

Third-party freight invoices required manual entry, slowing down billing and increasing workload.

The Solution

Worthington upgraded its IT environment by moving to Microsoft Dynamics GP and SalesPad. With that migration complete, the next step was adopting a supplier enablement solution that supported integrated document types and automated communication. TrueCommerce's managed service delivered exactly that. With TrueCommerce, suppliers choose connectivity options based on volume and technical maturity. Larger vendors use integrated EDI, while smaller ones use the TrueCommerce portal to receive POs and send shipping acknowledgements and invoices, fully integrated with Dynamics GP.

Freight invoicing is now automated, replacing manual entry. Automating PO creation, acknowledgements, shipping information and invoices has drastically reduced processing time, tasks that once took days are now completed same-day with no human intervention. Vendor onboarding is now smooth, and flexible connectivity options have driven near-total adoption among qualifying suppliers.

The Results

Worthington Direct has significantly improved efficiency, accuracy and supplier collaboration through the adoption of TrueCommerce solutions. By automating PO distribution, freight invoicing and supplier acknowledgements, the company has reduced operational workload, improved vendor performance and strengthened its ability to scale. The transformation positions Worthington Direct for continued growth with streamlined, fully automated supply-chain communication.



80% of sales order volume now flows automatically through TrueCommerce.



Third-party freight invoicing that was manual is now fully automated.



No need to hire additional seasonal staff despite 10-20% projected sales growth.

“But savings are huge. Normally, we’d be adding at least two or three additional staff to support our busy summer season. But this year we don’t anticipate needing to do that, even though we expect sales to grow by 10-20% from last year. TrueCommerce is a competitive advantage for us.”

Brian Heiland

Vice President, Worthington Direct