TrueCommerce™

Modernizing for Growth: Tillamook Builds an Enterprise-Ready EDI Foundation with TrueCommerce

Tillamook is a rapidly growing, farmer-owned dairy cooperative expanding nationally with a focus on quality, operational excellence, and scalable supply chain capabilities.

About Tillamook

Founded in 1909 as a farmer-owned cooperative, Tillamook County Creamery Association (TCCA) prides itself on its commitment to bringing to market the most consistent, best tasting, highest quality dairy products possible. Guided by the belief that everyone deserves real food that makes them feel good every day, Tillamook's internationally recognized, award-winning cheese, as well as exceptional ice cream, butter, cream cheese, yogurt, sour cream and frozen meals, are made with unwavering values that never sacrifice or compromise quality for profit.

The Objective

As Tillamook expanded nationally, EDI had become increasingly important to the business and the company needed a scalable EDI solution to support its move to Microsoft Dynamics 365 Finance and Supply Chain Management. Tillamook sought a flexible, integrated EDI platform to manage complex supply chain operations and enable future growth.

Challenge #1

Scaling EDI capabilities to match Tillamook's national growth and complex supply chain across multiple facilities and partner networks.

Challenge #2

Integrating EDI seamlessly with Microsoft Dynamics 365 Finance and Supply Chain Management without disrupting ongoing operations.

Challenge #3

Managing non-standard units, catch weight items, and diverse partner requirements across a large, evolving network of 3PLs.

The Solution

Tillamook selected TrueCommerce for its purpose-built EDI solution designed specifically for Dynamics 365 FSCM. The platform offered seamless integration, scalability, and the flexibility to manage both in-house and outsourced processes. TrueCommerce's adaptable system supported complex supply chain requirements, including non-standard units and catch weight items, while also enabling modifications across all partner relationships and transaction types. This foundation gave Tillamook the stability and confidence needed to expand successfully.

> "We couldn't have pulled off that kind of key growth without TrueCommerce. Their EDI solution gave us the stability and confidence to expand successfully."
>
> **Evelyn Austin**
> Sr. Director of Business Enabling Systems

The Results

TrueCommerce enabled Tillamook to automate order validation and reduce manual intervention, dramatically improving accuracy, scalability, and operational efficiency. Tillamook was able to successfully manage a complex network of more than 40 external 3PL partners while also customizing their EDI to meet food manufacturing and communication needs. With the ability to rapidly adapt to customer requirements, including on-demand ASNs, Tillamook gained a future-ready foundation for continued expansion. As Evelyn Austin summarized, "TrueCommerce didn't just provide us with software—they gave us a platform for growth that adapts to our unique needs and evolves with our business."

| Automated ~300,000 annual EDI transactions without adding staff | Avoided hiring 2–3 full-time employees for manual processing | Optimized near-zero touch order processing, improving operational efficiency |

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