Cottage Gardens, Inc. Sage 100 ERP

Switching EDI Systems Helped Cottage Gardens Boost Efficiency and Reduce Costs

**BENEFITS**

- Realized a 50% reduction in monthly networking costs
- Upgrading to user-friendly, flexible and customizable translation software further increased efficiency, saved money and added to overall customer satisfaction
BACKGROUND
Inefficient and costly system necessitated a fresh approach to ordering and data management.

Cottage Gardens, Inc. is a wholesale nursery with more than 1500 polyhouses stretched across 750 acres in Ohio and Michigan. They provide more than 200 varieties of retail-ready plants to garden centers and large retail and home and garden improvement customers. These plants are custom-tagged, and can be unloaded, un-sleeved, and sold directly to the end-customer, resulting in quick turnover and profits for the retailer.

Several years ago, a review of their business practices identified processes that were more inefficient and costly than necessary, including their existing Electronic Data Interchange (EDI) system.

ADDRESSING THE ISSUES
Replace existing EDI system with TrueCommerce EDI Platform meant less time intensive data entry and better utilization of employee resources.

Each season, Cottage Gardens receives numerous pre-orders from some of their larger customers. Typically, they consist of a 10-12 page spreadsheet that requires manual entry into both their Sage 100 ERP system and their existing EDI system. "Our systems didn’t talk to each other," said Cottage Gardens’ Sales Manager, Sheryl Tischer. "This meant manually entering the SKU number, UPC code and price for each item ordered into both systems, one at a time. We had situations where nearly 1,000 data points had to be manually entered for one order, which typically took three days to complete with two people working full-time."
BENEFITTING FROM THE RESULTS
The TrueCommerce EDI solution resulted in substantially lower costs and far more resource productivity.

The results after the initial implementation were dramatic, according to Tischer. “The TrueCommerce EDI Platform is a wonderful product,” she noted. “We can now do in 10 minutes what used to take us three days. It works beautifully! Now I can spend my time selling products over the phone.”

In addition to the substantial increase in efficiency, Cottage Gardens has also realized a 50% savings on their monthly networking costs by using the TrueCommerce Trading Network, our proprietary network for trading EDI transactions between a vendor and a trading partner which replaces traditional value added networks (VAN). “Our main objective was to save both time and money and TrueCommerce EDI certainly helped us do both.”

...AND STILL SEEING THE BENEFITS!
Cottage Gardens continues to be impressed with updated translation software capabilities and willingness to work with her on company issues.

Several years later, Tischer supports the decision to work with TrueCommerce, especially since upgrading from TrueCommerce’s original translation software, Integrator™ to TrueCommerce EDI Transaction Manager™.

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Sheryl Tischer
Sales Manager
Cottage Gardens, Inc.
“We were getting checks and invoices in data transfers that were up to 10 pages long,” she said. “One of the reasons we decided to upgrade to TrueCommerce EDI Transaction Manager was so that we could export that check copy into an Excel spreadsheet, add columns and make notes that allowed us to handle the check processing more efficiently with less room for error.”

Furthermore, TrueCommerce EDI Transaction Manager helped them easily and conveniently export product data activity reports and other inventory management tools into Microsoft® Excel. “We chose the basic TrueCommerce EDI Transaction Manager package as our initial upgrade, and it has turned out to be very user-friendly with features that filter massive amounts of data in ways we need, saving us even more time and money. Its ease of use, customizability and flexibility have us considering adding other TrueCommerce EDI Transaction Manager features in the future.”

Over the past few years, Tischer has willingly made referrals to TrueCommerce, both to Sage 100 ERP users interested in the TrueCommerce EDI capabilities as well as other business owners unhappy with or in need of an EDI system. “I tell them to look into TrueCommerce EDI Solutions because they’ve done a good job for us. They’ve never failed to listen to me and I believe they’re committed to helping us come to a satisfactory resolution on any product challenges we may have as our respective products and business needs change. I trust that they’ll keep my company’s best interests in mind.”

“TrueCommerce EDI Solutions was already online with our trading partners, and they have good working relationships with them, so it was fairly simple to make everything work together quickly and smoothly.”

Sheryl Tischer
Sales Manager
Cottage Gardens, Inc.

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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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.

TrueCommerce.
Do business in every direction.