Mary Jurek Design

Home Décor Manufacturer/Distributor Improves Service and is More Prepared for Growth with TrueCommerce Integrated EDI for QuickBooks Premier

OBJECTIVE

➤ Meet the EDI requirements of a major retailer in the quickest, most efficient and cost-effective manner possible

SOLUTION

➤ Implement TrueCommerce for QuickBooks Premier

BENEFITS

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

➤ Meets the EDI requirements of a major retail customer, while improving service, responsiveness and communication

➤ Fast, reliable customer support efficiently addresses EDI issues and reduces the need for in-house technical expertise

➤ Provides a cost-effective, integrated EDI solution with all the components needed to automate sales order processing from one trusted source

BACKGROUND

Mary Jurek Design is a leading designer and distributor of luxury tableware and home décor. Known for its clean lines and bold shapes in handwrought stainless steel, the company's award-winning designs are created in-house and handmade by master craftspeople worldwide.

Mary Jurek Design products are sold at leading retail stores, as well as at specialty retailers and gift shops; and online through maryjurekdesign.com, on Amazon.com, and on other eCommerce sites.

MORE CONNECTED TO MEET THE PROCUREMENT DEMANDS OF THEIR LARGEST RETAIL CUSTOMER

According to Gabriel Urbina, Vice President, the company has been using the web-based version of integrated TrueCommerce EDI for QuickBooks Premier for about six years. Like many manufacturers and distributors, Mary Jurek Design implemented EDI because their biggest retail customer mandated that they do so.

"We did our due diligence and chose TrueCommerce integrated with QuickBooks Premier, even though our biggest retail customer initially recommended a different EDI vendor," Mr. Urbina recalls. "Implementing the software and onboarding the customer went very smoothly and we have nothing but positive things to say about our relationship with TrueCommerce."

TrueCommerce is a Gold Developer for QuickBooks Premier, the only EDI vendor selected by Intuit as "Preferred" for QuickBooks Enterprise, and a winner of The Sleeter Group's prestigious Awesome QuickBooks Add-On Award.

STREAMLINES ORDER PROCESSING

"Our TrueCommerce solution is setup to make it as easy as possible to process orders from retailers," says Mr. Urbina. "For example, all our SKU numbers are populated automatically."

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Mary Jurek *Design Inc*

When an EDI 850 purchase order comes in from a retailer, TrueCommerce exports it into QuickBooks Premier and automatically "turns around" into an EDI 810 sales order. TrueCommerce EDI sends the sales order back to the retailer, along with an EDI 856 Advance Ship Notice (ASN) in their required format, which includes a tracking number, shipping date and ship-to address.

Mary Jurek Design currently handles about 20 EDI orders per average month, with peak volumes of 50 to 100 orders per month.

MORE PREPARED FOR WHAT'S NEXT WITH A SOLUTION THAT SUPPORTS NEW BUSINESS CHANNELS AND TRADING PARTNERS

 Transacting EDI with the department store chain's online and direct marketing division required a customized onboarding process and a different trading partner map.

"The setup was very fast and efficient," Mr. Urbina notes. "It just took a couple of phone calls and emails and we were done."

The distributor is looking to add more EDI trading partners in the future, whenever their sales volume with a customer warrants it.

Meanwhile, TrueCommerce is helping Mary Jurek Design grow its drop-shipping business.

"We do drop-shipping with retailers using EDI, and that's a very streamlined process with basically no paperwork on our end," states Mr. Urbina. "For now, we drop-ship orders to their regional distribution center and they ship it to the end-customer."

"But we anticipate that this will soon change, and we'll be shipping direct to consumers," Mr. Urbina adds.

Either way, integrated TrueCommerce for QuickBooks Premier is up to the task.

MORE SUPPORTED WITH "IMPECCABLE" CUSTOMER CARE

As a small business with limited technical staff, Mary Jurek Design has relied on TrueCommerce Support to keep orders flowing with its largest customer.

"The service has always been outstanding," Mr. Urbina emphasizes.

"We especially appreciated that when we first implemented EDI, because we really had a learning curve."

Mr. Urbino continues: "We don't make many calls to TrueCommerce Support, but when we do the service level is impeccable—it's the level that we strive for ourselves. Anytime we've ever had an issue we've had nothing but a fast and easy solution to our needs."

Users also find the web-based TrueCommerce Transaction Manager easy to learn and use, with solid reliability and performance.

"It's very easy to use once you get a feel for it," Mr. Urbina indicates. "The current HTML5 version is very approachable and new employees have been able to learn it very quickly."

"When people ask us who we use for EDI, we always recommend TrueCommerce highly," Mr. Urbina shares. "It's always been a very positive relationship for us."

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>
> **Gabriel Urbina**
> Vice President, Mary Jurek Design

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.

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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.
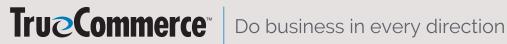
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