ARTICLE INC.
A BAASS & EDISOFT SUCCESS STORY

> ❝❝ WE TURN TO BAASS FOR SOUND ADVICE, GREAT RECOMMENDATIONS AND EXCELLENT SUPPORT.

Article, Inc. designs and manufacturers premium housewares for retailers across the United States and Canada. The company maintains its headquarters in Toronto and distributes its products through third party warehouses in both countries. The company's reputation for quality products and prompt, reliable delivery ensures its products will remain in demand. To help it meet its business management requirements effectively and efficiently, Article, Inc. relies on Sage 300 ERP and Edisoft EDI, ably supported by the professionals at BAASS.

A Long-Standing Partnership
For nearly two decades, Article, Inc. has used Sage business management solutions; as a young start-up, the company used Sage 50- Canadian Edition, the most popular small business accounting solution in Canada. When growth and sophisticated EDI requirements prompted a change, Article, Inc.

upgraded up to Sage 300 ERP and Edisoft EDI. "BAASS has been our Sage business partner since the beginning and they recommended both the Sage 300 ERP and Edisoft solutions to us," says Michelle Belanger, logistics and compliance manager for Article, Inc. "We turn to BAASS for sound advice, great recommendations, and excellent support.

Third Party Warehouse Flexibility
The flexibility of the Edisoft EDI solution has proven invaluable to Article, Inc. The company relies on third-party warehouses for order fulfillment, and Edisoft supports this more complex fulfillment model well. "The third-party logistics model works particularly well for us," says Belanger. "Edisoft is well suited to this distribution model."

Article, Inc. sends a Warehouse Shipping Order (EDI 940), to its third-party warehouse to initiate fulfillment. "They process the order,

pack it, print labels, and ship the order," explains Belanger. "A crucial component is the customer labels; they vary a great deal by individual customer. Using Edisoft, we are able to provide the warehouse with the current specifications for each customer label, so we know it is always correct."

Among the items Article, Inc. offers to its customers, are display units for its products consisting of several components. The displays are set up as kits in Sage 300 ERP, because while it is important for the warehouse documents to contain the individual items that make up each kit, customers want only to see the main kit item. The software easily accommodates these transactions.

End-to-End Solution
As an order is shipped, the warehouse transmits a Warehouse Shipping Advice (EDI 945), notifying Article, Inc. of the event.

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Edisoft then sends an Advanced Shipping Notice (ASN and EDI 856), to its customers notifying them of the upcoming delivery.

"Once the ASN is transmitted, the system creates an invoice automatically in Sage 300 ERP," says Belanger. "It is a highly efficient process that eliminates data entry time, decreases errors, and reduces the volume of paper used. The tight integration between Edisoft and Sage 300 ERP means that all the information about our orders and invoices, including the shipping tracking number, are available to us in the accounting application. It really is an end to end solution."

No Chargebacks

Article, Inc. processes many large volume orders, many with multiple shipping addresses. A single error in processing could lead to expensive chargebacks from customers. However, Article, Inc. is able to handle the volume with its lean staff thanks to the efficiencies of its distribution solution.
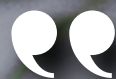
"The Edisoft EDI solution is really a phenomenal product capable of handling a high volume of order lines extremely accurately," says Belanger. "We have never had a charge back related to our EDI transactions–not even one."

Flexibility to Meet Changing Requirements

As Article, Inc. wins additional customers, the staff at Edisoft is always quickly able to quickly deliver EDI maps matching the new requirements. "We simply send them the EDI guidelines for our customer and they either create a new template meeting the guidelines, or quite often they already have an existing template to match," says Belanger. "They install it for us, test it, and we are ready to go live with the new customer."

Over the years, Article, Inc. has seen its customers' EDI requirements grow increasingly complex and stringent, yet its accounting and EDI solutions have scaled to meet the new requirements. "Recently we had a customer adopt a new bar code symbology for their shopping labels and we were able to accommodate it quickly," Belanger says.

After years of efficient, accurate, and timely service, Article, Inc. has earned a strong reputation across its customer base, and an exceptional vendor EDI scorecard. "Our customers know that Article, Inc. can do it, and do it right," concludes Belanger.

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