

## Implementing Sage 100 ERP EDI by HighJump Software Provides Productivity Benefits for CIPA USA

### Background

New trading partner necessitated implementation of EDI system. With more than 30 years of expertise in manufacturing mirrors for the automotive industry, CIPA USA, Inc.'s expertise and expanded product line now includes mirrors, towing packages and other add-on accessories for automotive, motorcycle and marine industry vehicles.

CIPA began working with a new trading partner, that required more time intensive data transactions than the company had previously encountered, and motivated CIPA to evaluate their current system based on future business needs.

### Addressing the Issues

TrueCommerce EDI Transaction Manager™ (now Sage 100 ERP EDI by HighJump Software) implementation was easy, fast, affordable and enabled CIPA to streamline order processing and optimize productivity. CIPA's previous data entry application could not adequately link to their Sage 100 ERP accounting software. "We needed to implement an EDI system, but wanted an affordable, easy-to-use system that was compatible with our accounting software and would also allow us room to grow with current and future trading partners," said CIPA's EDI Coordinator, Robin Huber.

Their biggest issue, however, was the amount of time it took to process orders. "We were manually documenting between 100 and 300 purchase orders for our new trading partner alone, which was an all-day job for EDI entry," said Huber. "As a small but growing company, it was in our best business interest to implement an EDI system that would be compatible with Sage 100 ERP, simple to integrate and operate, enable us to lessen or entirely remove manual data entry...and, of course, be affordable."

### Customer

CIPA USA, Inc.

### Industry

Automotive

### System

Sage 100 ERP

Sage 100 ERP EDI by HighJump Software

*"I used to spend eight hours a day entering EDI documents, but once we started using Sage EDI by HighJump Software, it took me ten minutes, then I was able to expand my support of the company into other business-critical areas."*

– Robin Huber, EDI Coordinator  
CIPA, USA, Inc.

### Challenge

Need to implement a cost-effective, easy-to-use EDI system that would increase company productivity, order accuracy and support current and future trading partner requirements.

### Solution

Implement a simple and affordable end-to-end EDI solution.

### Results

- Combined a business system with an integrated EDI solution for improved productivity and cost savings.
- Simple system was easy to learn and use.
- Enabled better management of trading partners' transactional business requirements.

In June of 2005, CIPA began evaluating EDI systems and chose the TrueCommerce EDI Platform for the full compatibility with Sage. “We compared TrueCommerce EDI Solutions and other providers to our current solution, and TrueCommerce EDI Solutions came out ahead,” Huber said. “Right from the start, the TrueCommerce EDI Platform was a perfect fit. Their EDI software was very simple and straight forward. It had huge time-saving advantages, was compatible with our accounting software and the TrueCommerce EDI Platform really made it easy for us to implement the system very quickly.” In fact, CIPA’s EDI system was installed and operational in less than three weeks. “Our company’s hardware expert worked with the TrueCommerce Professional Services & Support Team to make integration between our company and our customers run smoothly,” she noted.

## Benefitting From the Results

### **Transactional processes expedited and solution paved way for future company growth.**

The case of doing business with our most time-sensitive trading partner is the best indication that choosing TrueCommerce EDI Solutions was a sound business decision. Once their links were up and running, Huber found she could, “with just a few mouse clicks,” quickly transfer purchase orders into CIPA’s accounting software, produce sales orders, receive warehouse approvals and invoices, and process the transactions. “I used to spend eight hours a day entering EDI documents,” she stated, “but once we started using the TrueCommerce EDI Platform, it took me ten minutes and I was able to expand my support of the company into other business-critical areas, including shipping and invoicing. We were able to reassign workloads within our company to increase overall productivity.”

Having TrueCommerce EDI Solutions in place has also helped CIPA better support their current and new trading partners.

“Once the system was in place,” said Huber, “we were able to add other customers, including one who required daily drop shipments, which we previously didn’t have the capability to deliver. We were also able to provide labeling, another new capability.”

## ...And Still Seeing the Benefits!

### **Several years later, CIPA USA continues to be impressed with the TrueCommerce EDI software capabilities, upgrades and customer service.**

During a recent discussion with CIPA, Huber still had many great things to say about her company’s decision to work with TrueCommerce EDI Solutions. “Implementing an EDI solution has been helpful in recruiting new trading partners,” she said. “Once they realize we are using EDI, they are a lot more comfortable with our ability to make timely and accurate transactions and stay up-to-date on the documentation, mapping and guidelines necessary for their specific business requirements.”

Adding trading partners to the system has been “extremely simple,” Huber noted. “TrueCommerce Transaction Manager pretty much does all the work. All we do is push the ‘Get’ button and it downloads the partner’s information into our translation software. If we need to make any tweaks to the data, it’s easy to do, and the TrueCommerce EDI Platform handles it for us.”

Working with HighJump TrueCommerce EDI Solutions continues to be a great experience for Huber. “I’m very pleased with the solution they initially provided us, as well as their ongoing service and support. “Perhaps the best testament to her support for TrueCommerce EDI Solutions has been her willingness to speak with prospective and new EDI customers about her positive experience using the TrueCommerce EDI Platform with Sage 100 ERP, an offer she said she is, “more than happy to continue to make.”

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