

Automating Order Data Entry for Greater Productivity

CHALLENGE

As a leading fruits and vegetables wholesaler in Singapore, the client has to process voluminous orders quickly and accurately to meet its customers' demands. All orders are placed through an online supply chain portal that allows F&B establishments to do e-business and email purchase orders to sellers.

Upon receipt of the purchase order, the client had to manually duplicate it into Sage 300 (formerly Sage ERP Accpac), which resulted in:

- High chance of human errors during the manual data entry process, leading to incidences such as delivery of wrong goods to customers
- Much time spent to validate the incoming data, negatively impacting productivity
- In response, the client approached Stone Forest IT (SFIT) for a solution to automate the transfer of data from the supply chain portal to Sage 300.

SOLUTION

SFIT worked closely with the supply chain portal's vendor to integrate the portal with the client's Sage 300 system. This provided the following capabilities:

- Introduction of a customised utility that converts data from incoming purchase order email attachments into sales order records. This allows the client to directly upload the attachments into Sage 300 without the need for manual data entry.
- The utility also generates invoices according to the sales order records and automatically sends them to the supply chain portal, which forwards them to the buyers by email.

RESULTS

Following the integration, the client has:

- Eliminated manual data entry errors
- Been able to focus more on core business activities and increase productivity
- Enhanced response time to meet customers' demands

The successful integration is a result of SFIT's extensive experience in integrating third-party solutions with Sage 300 to meet specific business needs.

HIGHLIGHTS

Industry:
Wholesaling

Location:
Singapore

Solution:
Integration of third-party solution with Sage 300

Results:

- Elimination of manual data entry errors
- Greater productivity
- Enhanced response time to meet customers' demands