

## Sage Pro Ushers in New Era of Accuracy at New Era Contract Sales

The Department of Defense (DOD) has little tolerance for contractor mistakes.

New Era Contract Sales (New Era) is a distributor to the DOD and other large industrial companies such as Boeing. When a government contract calls for 100 items, it usually requires shipping smaller increments to numerous locations. New Era is known for its ability to ship the right items within tight timeframes. But things didn't run so smoothly until a Sage business partner demonstrated the benefits of Sage Pro ERP software during an online Web seminar.

### Multiple Data Entry Errors Eliminated

Successfully contracting with the DOD requires specialized sales order processing while handling very exact fulfillment needs. New Era's antiquated accounting system could not support day-to-day demands of doing business efficiently. Information had to be entered several times into separate disjointed systems, increasing chances of data entry errors while adding costly time delays, causing shipment problems, billing inaccuracies, and late customer payments.

"The Sage Pro integrated system eliminated chances for human error when transposing entries from one system to the next," says Brenda Zieber, vice president of New Era. "We've cut down errors by over 80 percent. Once data is entered, it is instantly accessible across the board for any number of uses by any number of people."

Since information is no longer in several nonintegrated systems, it's easy to provide quick and accurate answers to questions. Customers and vendors have noticed the increase in service levels.

### Superior Tracking Makes Vendors and Customers Accountable

The DOD charges major penalties when you don't meet delivery requirements. "If you're late on a \$6,000 order, they could penalize you \$1,100, which is a disaster if your margin is only \$200," says Zieber.

### Customer

New Era Contract Sales

### Industry

Wholesale Trade—Durable Goods

### Location

Tacoma, Washington

### Number of Locations

One

### System

#### Sage Pro ERP

Accounts Payable

Accounts Receivable

General Ledger

Inventory Control

Order Entry

ProAlert

Purchase Orders

### Challenge

Upgrade accounting system to support specialized sales order processing and fulfillment needs of the DOD. Information in separate systems causing shipment, billing, and customer payment problems.

### Solution

Sage Pro ERP with available source code that can be uniquely modified to meet specialized business needs.

### Results

Tracks vendor requests and customer shipping; sales order process reduced from six to two minutes; specialized DOD shipping documents provided automatically saving over 100 hours each week.

“What really sold me on Sage Pro was the ProAlert feature. It tracks events, and you can assign an action to each event, from sending e-mail to shipping. Using the customization feature, our Sage business partner made modifications to the line items level for our particular needs. We use it every day so nothing falls through the cracks. ProAlert tracks our acknowledgement requests to vendors upon receiving purchase orders. If there is no response, a second request is automatically sent. When there is no response to the second request, an automatic printout is made and we call the vendor. ProAlert does the same follow up with shipping from vendors so we are sure they will ship according to schedule.”

### ROI More Than Expected for the Price

“I would have spent three times the amount for Sage Pro. The value is phenomenal. With the improved productivity of it over our previous system, I’m saving that much each year, every year from now on.” “What we love about [our business partner] is that they actually listen. They come to your company and watch what you do, and then ask what you want to be able to do. And then give you exactly what you want—Sage Pro. That’s unheard of,” Zieber says excitedly.

It only took four months to get all the modifications completed and everything up and running. New Era was using one of the Sage legacy products, and its business partner simply migrated the data to the Sage Pro system. There were advantages to upgrading. The Conversion Utility seamlessly converted all of their existing data without having to work across two systems, manually keying in thousands of transactions.

Thanks to Sage Pro, New Era is doing more with less. “Enough time has been freed up to pursue new business opportunities,” Zieber says proudly. “The sales order process has been reduced from six minutes down to two minutes. Instead of working 70 hours a week, we work 40 hours and get much more done.”

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—Brenda Zieber  
Vice President and Co-Owner  
New Era Contract Sales

## About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers’ needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit and real estate industries. Sage North America employs approximately 4,100 people and supports 2.9 million small and medium-size business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs more than 14,500 people and supports more than 5.8 million customers worldwide. For more information, please visit the web site at [www.sagenorthamerica.com](http://www.sagenorthamerica.com) or call 866-308-2378.