

Client
The Mentholatum Company
of Canada, Ltd.

Industry
Health Care

Location
St. Catharines, Ontario

Number of Locations
1

Number of Employees
17

System
Sage Accpac ERP
Edisoft

*“Computrack
Solutions
understands our
operations and we
trust their advice.”*

Computrack Solutions and Edisoft Provide a Long-Lasting Solution for The Mentholatum Company

“The integration of Edisoft with Sage Accpac ERP simplifies and speeds the process from beginning to end because we no longer have to re-key data.”

For 120 years, The Mentholatum Company has been manufacturing and marketing its quality healthcare and beauty products. The company’s recognizable brands, including pHIsoderm, OXY, and Mentholatum Rub, are produced in 26 facilities and distributed to 150 countries around the globe. The Canadian subsidiary, The Mentholatum Company of Canada, Ltd. operates from its headquarters in Ontario. To ensure that its operations stay lean, efficient, and profitable, The Mentholatum Company relies on Edisoft, Sage Accpac ERP, and Computrack Solutions.

Seeking Order Fulfillment Efficiency

Until five years ago, The Mentholatum Company operated its own warehouse facility to supply the Canadian marketplace. Like many distributors, though, The Mentholatum Company began to see the advantages of outsourcing its warehouse operations to a third-party provider. “We were preparing to move our administrative offices, so the timing was right to close our warehouse and transfer that responsibility to a third-party logistics provider,” recalls Heather McCluckie, finance manager for The Mentholatum Company.

At that time, the company was using a basic EDI (electronic data interchange) software package that was not sophisticated enough to handle the complexities of communicating with a third-party warehouse provider. The Mentholatum Company turned to Computrack Solutions, its long-term Sage Accpac partner, for advice.

A Powerful, Integrated Solution

Computrack Solutions recommended Edisoft, a powerful, easy-to-use EDI solution designed specifically for Sage Accpac. “We sought an EDI solution that would interface with Sage Accpac ERP, our accounting and operations software, and also could handle the relationship with our warehouse provider,” explains McCluckie.





Computrack Solutions is a premier Sage Select Business Partner specializing in the implementation of Sage Accpac software since 1987.

In addition to Sage Accpac ERP for accounting and operations, Computrack offers fully integrated solutions for Sales and Customer Relationship management (CRM), Human Resource management (HRMS), Inventory and Warehouse Management (WMS), Project Management, EDI solutions and much more.

As a full service consulting firm, Computrack provides a comprehensive line of services, including needs analysis consultations, implementations, customizations, system integrations, report writing, training, and ongoing technical support.

Our experienced Certified Accpac Consultants are accounting professionals who have built their careers in the accounting and information system industries. Our clients benefit from our knowledge and experience, garnered from thousands of implementations, with organizations across a wide variety of industries, throughout Southern Ontario, Canada, and the United States.

Computrack Solutions
4 Robert Speck Parkway
Suite 1500
Mississauga, ON L4Z 1S1
Canada

(416) 588-0816
info@computrack.ca
www.computrack.ca



Authorized Partner

“Computrack Solutions understands our operations and we trust their advice.”

McCluckie adds that the transition to Edisoft was seamless. “We had no downtime. Computrack Solutions implemented Edisoft at the same time we went live with the new warehouse operation. It was a smart, strategic move for us.”

Flexible Mapping

The warehouse had its own set of EDI policies and required mappings that Edisoft was able to accommodate easily. “Whenever we need new mapping, for the warehouse in this instance, or when we add a new customer, we contact Edisoft,” explains Josee Emond, customer service manager for The Mentholatum Company. “They have thousands of mappings. If they do not have the one we need, they create it for us, and handle all the details to ensure it works perfectly.”

The flexibility of Edisoft allows The Mentholatum Company to make many of its own changes and refinements to the existing maps. “They have taught me how to make many small changes myself,” says Emond. “It’s helpful to have that option when we need a quick change.”

Streamlining EDI Operations

With Edisoft The Mentholatum Company has streamlined its entire distribution cycle. Orders received via EDI are automatically created in Sage Accpac Order Entry where staff then review and approve each one before releasing it to the warehouse as a warehouse shipping order (EDI 940). The program performs a comprehensive

error check, ensuring the accuracy of every element of the order.

The warehouse then processes and ships the orders, providing a warehouse shipping advice (EDI 945) to The Mentholatum Company detailing the quantity, lot numbers, and UPC codes of the items shipped. Edisoft uses the 945 information to create a shipment and an invoice within Sage Accpac. The invoices (EDI 810) are sent immediately to The Mentholatum Company’s customers, ensuring the company’s cash flow remains healthy.

“We trade with dozens of customers using EDI and receive hundreds of lengthy orders every month,” says Emond. “The integration of Edisoft with Sage Accpac simplifies and speeds the process from beginning to end because we no longer have to re-key data.”

Ongoing Savings

By closing its warehouse, The Mentholatum Company was able to eliminate 25 positions, saving hundreds of thousands of dollars each year. Over the past five years, the company’s sales have nearly doubled. As a result of its lean and efficient operations, it is able to handle more business with less staff. “The efficiencies we have gained using Sage Accpac ERP and Edisoft will allow us to double our business again without the need to hire additional staff,” McCluckie concludes. “Computrack Solutions provided us with a integrated solution that will grow with us for years to come.”

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