

CUSTOMER SUCCESS



## Harley-Davidson Supplier Revs Up Revenues With Sage MAS 200

Being a Tier-One supplier for Harley-Davidson means continually meeting stringent performance standards for quality and on-time delivery.

Pro-Pac Inc., a woman-owned business based in Elkhorn, Wisconsin, has met these standards every year since it started in 1997. Pro-Pac sources, procures and packages custom components and accessories for Harley-Davidson and Buell, including sissy bars, high-performance brake lines and front-end bike kits. Products are distributed through a vendor-direct program or to customers' distribution centers.

Pro-Pac's commitment to excellence has fueled phenomenal growth. Its sales have almost tripled in the last three years and the company expects to grow even more as it expands to serve other areas of the automotive industry.

A basic bookkeeping package quickly became inadequate. On the advice of her accountant, Pro-Pac's president, Linda Sarna, implemented Sage MAS 200 ERP and its wholesale distribution solution in the winter of 2000.

"The transformation with Sage MAS 200 was awesome," says Sarna. "We automated everything, including our inventory and administration processes. As a result, we now need less time and fewer bodies to perform everyday procedures. Sage MAS 200 easily saved us \$40,000 in salaries during the first year alone."

### Inventory Management Becomes an Easy Ride

Pro-Pac maintains more than \$500,000 worth of components in its warehouse. So one of the first Sage MAS 200 modules it implemented was inventory management. This gave Pro-Pac real-time inventory capabilities and also accurate and timely history on each inventory item.

"Our inventory is our life, and our records must be accurate and up-to-date," Sarna says. "Sage MAS 200 lets us track our inventory properly, which is important because we don't want to sit on items any longer than we must. The system helps our purchasing department be more proactive by alerting us to re-order points. This allows us to implement Just-in-Time practices to turn our inventory faster and improve profits."

**Customer:**

**Pro-Pac, Inc.**

**Industry:**

Wholesale packaging, procurement and distribution

**Location**

Elkhorn, Wisconsin

**Number of Locations:** One

**Number of Employees:** 20

**System:**

**Sage MAS 200**

- General Ledger
- Accounts Payable
- Accounts Receivable
- Payroll
- Inventory Management
- Sales Order
- Bank Reconciliation
- Bill of Materials
- Purchase Order
- Return Merchandise Authorization (RMA)
- Work Order
- Custom Office
- Act! by Sage
- Fixed Assets



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**CHALLENGE**

Automate inventory management to increase accuracy, improve turn rate, and provide stressed administrative group with robust, full-featured business system.

**SOLUTION**

Sage MAS 200 with full complement of accounting and distribution modules.

**RESULTS**

Annual savings of \$40,000 per year in salaries; streamlined return process; better accountability through masterfile audits and reduction of paperwork for system-wide efficiencies and greater productivity.

Pro-Pac uses the Sage MAS 200 Bill of Materials module to ensure that all kit components and miscellaneous charges are assigned to each finished item. As an assembly is completed, the finished product is recorded. Component items are automatically relieved from inventory, and finished goods are received into inventory.

The Return Merchandise Authorization (RMA) module has streamlined Pro-Pac's merchandise return process. If a customer calls requesting a return, the module assigns an RMA number for tracking merchandise once it is received at the warehouse. "Previously our tracking was done in a hand-written ledger, which was very time consuming," says Sarna. "It could take two to three months to get back to a customer. Now we track all returns on a timely basis, resulting in great customer satisfaction."

#### Leaving Inefficiencies in the Dust

The system also enhances individual productivity, since each employee's actions are monitored through a user code. "Sage MAS 200 ensures that people are doing what they're supposed to by tracking activities through module masterfile audit reports, improving responsibility," Sarna comments.

All financial reports are now produced using Sage MAS 200. "Statements can be run on a daily basis giving us the data needed to make timely decisions," says Sarna. "Inventory stock status reports show quantities available for production and sales. Accounts receivable reports have helped us with collections. And accounts payable and bank reconciliation reports have greatly improved our cash flow projections."

Sarna credits the new system with keeping Pro-Pac at the forefront of its industry. "Sage MAS 200 has provided the engine for Pro-Pac's quick success," she says. "Since installing Sage MAS 200 we have doubled our sales each of the past three years while decreasing our percentages of operating expenses each year. What better financial rewards can we ask for?"

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