Horizon Spa & Pool Parts Makes Big Splash With Sage Software

"Run by service technicians, for service technicians."

The formula is clearly working for Horizon Spa & Pool Parts in Tucson, as they've won Hydro-Quip's Distributor of the Year six times in a row, and average a steady 15 percent growth with almost no turnover. According to Becky Moore, controller, Horizon's success is due in large part to Sage Software.

Since 1995, Horizon has relied on Sage Pro ERP as its financial software, regularly updating as new versions and capabilities became available. It also uses Sage Accpac CRM to automate customer reminders and manage merchandise returns. Recently, it adopted Sage Accpac Warehouse Management System (WMS) for computerized warehouse management.

Warehouse Waves

"We use Sage Software to run almost everything around here. We have six people who enter upwards of 500 orders a day into the Sage Pro Order Entry module. Often orders change throughout the day, and Sage Pro gives us the flexibility to make alterations until it's time to send the order through," says Moore.

"The Order Entry module interfaces directly with our Sage Accpac WMS, which is customized to perform web dispatches," she continues. "The system also allows us to send orders to the warehouse in waves. This creates a steady flow of work, rather than slamming the warehouse with hundreds of orders at the end of the day. The software is saving us from hiring three additional people in the warehouse alone."

Practical Picking

The Sage Software system provides pick tickets, sorted by the most efficient method for retrieval. Warehouse workers use a scanner to pull four or five orders at a given time, and deliver them to a check station for sorting by individual customer order. The software ensures that orders are accurate, then drops inventory from the warehouse system and delivers it to shipping, complete with a ship ticket and label. A third-party module that integrates seamlessly with Sage Pro calculates freight charges for speedy pick-up by Federal Express.

Customer

Horizon Spa & Pool Parts, Inc.

Industry

Spa and pool parts wholesale

Location

Tucson, Arizona

Number of Locations One

Number of Employees 35

System

Sage Pro ERP
Sage Accpac CRM
Sage Accpac WMS

Modules in Operation

- Accounts Payable
- Accounts Receivable
- ProAlert
- Customization Manager
- General Ledger
- Inventory Control
- Order Entry
- Payroll
- Purchase Order

Blytheco - The Premier Sage Software Business Solutions Provider ◦ National Presence, Local Touch ◦ 1.800.4.BLYTHE ◦ www.blytheco.com

CHALLENGE

Automate processing of 500 orders per day, including order entry, financials, warehouse management, and returns.

SOLUTION

Sage Pro with complete suite of financial modules, plus integrated warehouse management software, and Sage Accpac CRM to manage return authorization workflow.

RESULTS

Without Sage Software, Horizon would have to hire two people in shipping, three in the warehouse, and could only do 1/7 of its current business volume.

With more than 17,000 line items in inventory, keeping track of status could be a nightmare. Fortunately, Sage Pro has given Horizon real-time inventory, so the company knows exactly what items are in stock, and where to find each and every one of them. "We'd have to hire at least two more shipping clerks if we didn't have Sage Software," explains Moore.

Customized Accounting

In the finance department, Horizon uses Sage Pro to manage payables, receivables, payroll and the general ledger, and to write a multitude of financial reports. "Sage Pro lets us incorporate checks and balances, such as special filters to hold orders for customers with payment issues," says Moore. "The controls let us know when a credit card has expired, for instance, so we can take appropriate action."

Similar comments appear in the Sage Pro Order Entry module. "We created fields for notes, for things like customers turned over to collections," Moore adds. "Our Sage Software business partner has been wonderful, working with us to set up customizations where we've needed them."

Plastic, Not Paper

Sage Pro has automated credit card processing as well. "It works great," says Moore. "We no longer have to manually post payments or create a paper trail for credit card transactions. Now we report all charges for the day, charge credit cards the next day, and post instantly. This has cut the time we previously spent on credit card accounts in half."

Moore appreciates the flexibility built into credit card processing, too. "We were able to select our own merchant services provider, instead of being forced into using the one a software vendor recommends," she says.

"Sage Pro is a critical part of our company. If we didn't have it, we'd be dead meat—and couldn't even do a fraction of the business we do today."

—Becky Moore
Controller
Horizon Spa & Pool Parts, Inc.

Horizon's timecard package interfaces seamlessly with Sage Pro, eliminating even more paperwork. After a supervisor approves timesheet data, information flows directly to Sage Pro for automated payroll processing.

Must-Have Software

Horizon found a novel use for Sage Accpac CRM—contacting customers who haven't ordered in a long time. It also takes advantage of Sage Accpac CRM for merchandise returns. "We offer technical support on all the boards we sell, plus repairs on parts, and use Sage CRM to automate the workflow," notes Moore. "We like having returns in a separate part of the system, rather than in open orders, where we can manage them as a distinct workflow."

Moore says that their business system is indispensable. "Sage Pro is a critical part of our company. If we didn't have it, we'd be dead meat—and couldn't even do a fraction of the business we do today."

SAGE 360°

End-to-end solutions. Expert advice. Ongoing support. That's Sage 360°.

Sage Software supports the needs, challenges, and dreams of 2.8 million small and mid-sized business customers in North America through easy-to-use, scalable and customizable software and services. Sage Software is a subsidiary of The Sage Group plc, a leading international supplier of business management software and services formed in 1981 and listed on the London Stock Exchange since 1989.

sage software

Your business in mind.