

Industry:

Specialty retailer and wholesale distributor of broad line of leather, leatherworking tools, buckles, adornments, leather dyes and finishes, saddle and tack hardware, and do-it-yourself kits.

Headquarters:

Fort Worth, Texas

Business points:

POS, inventory, and accounting

With MicroAccounting Solutions and Sage 100, they were able to:

- Improve reporting capabilities
- Reduce accounts receivable aging
- Streamline inventory management
- Work electronically with customers

Optimizing Manufacturing, Distribution, and Accounting

Tandy Leather Factory, based in Fort Worth, Texas, has customers ranging from big box and large craft chains to 110 retail and wholesale stores to thousands of individual craftsmen and artisans.

Automation with Sage 100 Ends Paper Chase

There are plenty of complexities in manufacturing a just-in-time inventory. "We were literally following pieces of paper around the warehouse and then back to accounting," explained Tandy Leather Factory CFO Shannon Greene. This caused many problems, including buyers not having real time visibility of inventory levels, and the risk that orders will be delayed or go unfilled because the original paper order was misplaced or delayed in routing.

"If one of our customers cannot find the item that they're looking for when they come into our stores, it's not enough to say that the item will be in stock several days from now. It will usually result in a lost sale. They are working on a project that they've promised to their customer and will simply go to someone else to get what they need," explained Greene.

Implementing Sage 100 in the factory and the back office yielded excellent reporting abilities, helped reduce accounts receivable aging, enabled better inventory management and opened the way to work electronically with customers.

"We are using Sage 100 in the accounting department and our buyers, who have their offices in the warehouse, use the system as well," said Greene. "The buyers are responsible for having sufficient stock at the stores and can see on their computers individual store inventory levels. They've become more and more efficient at coordinating production and purchasing and can anticipate and schedule replenishment."

Other Solutions Fall Short of MicroAccounting and Sage 100

Greene noted that the stores use a point of sale (POS) solution that does not integrate with Sage 100. "At one point we investigated the possibility of a single system that could address inventory, POS and accounting," explained Greene. While there were solutions that claimed to do what was needed, the solution providers representing the solutions simply couldn't address the complexities of Tandy's needs at all three critical business points – POS, inventory, and accounting.

"At one point, the solution providers were recommending a configuration that would involve system users outside of the accounting department handling transactions through journal entries," recalled Greene. Improving one area of the business while complicating another, and putting the integrity of the financial reporting at risk, wasn't acceptable to Greene and the team at Tandy.

"MicroAccounting understands our business," said Greene. "They understand the complexities of managing an inventory with as many stock-keeping units (SKUs) as we have, they understood what needed to happen to ensure a strong audit trail in accounting, and they understood how the software would handle the process. There has

never been a time when I've asked them a question they couldn't answer. Their team is so knowledgeable, so experienced – I've never worked with a better team."

Reliable Financial Reports, Better Control Over Aged Receivables

"The MicroAccounting team has been great with helping us set up import and export routines that eliminate the need for us to rekey information from one system to another," said Greene. In addition to saving time, this eliminates manual errors like transposing of numbers, or missing an entry. "As a public company our financial statements have got to be accurate. Using Sage 100, I never worry about losing data or gaining something I didn't expect," explained Greene. "That just doesn't happen."

Greene wanted better control over aged receivables. "Previously, we'd manually produce an aging report once a month for all of the stores. Most of our customers work with net 30 days terms. As a result, between the credit terms and the once a month report creation, store managers had difficulty managing delinquent accounts."

Now, Greene is able to email store managers weekly aged receivable reports, "We could send daily reports if we wanted, but weekly reports provide store managers with timely information at the store level. It's had a significant impact on improving collections."

MicroAccounting's "No Chance for Failure" Approach Makes for Easier Upgrades

According to Greene, "While major software upgrades have become more complex and the idea of having a problem with data conversion is kind of scary, MicroAccounting very much holds your hand through the process. They hold user group meetings to demonstrate upcoming changes in new versions." The MicroAccounting user group meetings give Greene and other Sage 100 end users a chance to ask questions and get answers on the enhancements and impact of the coming software changes.

"Before an upgrade," Greene explained, "MicroAccounting works with us to create a test environment that allows us to play with our data and test it in the new version of the software before we pull the trigger and go live. I appreciate their hands-on approach. They're always available and willing to do whatever it takes to keep you functioning."

A Solution and Solution Provider that Continuously Gives Value

Greene gives high marks to the ease of working with the data in Sage 100 and the support provided by MicroAccounting, "The database is logical and straightforward. It's very user-friendly. I can drill down to every transaction and see how it happened. MicroAccounting's ability to pull data and help us get the reports we need is phenomenal. We can decide that we want to take a look at data in a different way, and they are always able to help us. They're great and I would recommend them to anyone looking for a similar solution."

About MicroAccounting Solutions

Founded in 1988, MicroAccounting Solutions serves hundreds of businesses in the central United States. The people of MicroAccounting faithfully drive value to their clients with their down-to-earth understanding of priorities and their high standards of service and innovative approach to problem solving.

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