

## CUSTOMER SUCCESS STORY

### CUSTOMER

Product Club

### INDUSTRY

Beauty Supply Distributor

### LOCATION

Rockaway, New Jersey

### Number of Locations

One

### Number of Employees

10+

### SYSTEM

Sage MAS 90 ERP

## Acctrack Brings Full Spectrum Solution to Product Club

For more than 20 years, Product Club has been in the business of manufacturing and distributing color accessories for beauty salons. The company's product line consists of everything a professional colorist might use except the chemicals themselves—items such as brushes, mixing bowls, and gloves. Product Club's customers are several hundred beauty supply distributors who in turn sell directly to salons. To ensure its orders are processed accurately and efficiently, Product Club relies on Sage MAS 90 ERP and the capable support of Acctrack Computer Consultants, Inc..



### Growing Out of the Old Software

Product Club had been using DacEasy, an entry-level accounting solution that worked fine when the company consisted of just a few employees. As the company grew, though, limitations in the program began to emerge. Eric Polesuk, president of Product Club, explains. "We needed more powerful functionality—more user defined fields, credit card processing, better sales reporting, and more extensive sales history for starters. The old software left too much room for error."

### Picking a Solution That Fits

Polesuk said he spent more than six months researching new software solutions before deciding on Sage MAS 90 as the solution that represents the best value, functionality, flexibility, and scalability. After selecting the software, Polesuk put the same consideration into selecting a business partner. "Acctrack spent enough time with us to understand what we really needed," he explains. "I felt like they were being honest and straight with me—I didn't feel like I was being oversold or simply told what they thought I wanted to hear. This professional attitude and their broad expertise in accounting and the software led us to select Acctrack Computer Consultants."

### CHALLENGE

Product Club had outgrown its entry level accounting software. It needed a scalable solution with powerful functionality to aid its distribution operation.

### SOLUTION

Sage MAS 90 ERP was selected for its integrated credit card processing, reporting tools, and customization capabilities. Acctrack was chosen for their expertise and professionalism.

### RESULTS

Integrated credit card processing saves hours each week. Order processing is more accurate, leading to cost savings and better customer service. Reporting tools streamline vital tasks.

*"Acctrack is top in their game.  
They are good people to work with  
and they get the job done right."*

Eric Polesuk  
President, Product Club

### **Streamlined Credit Card Processing**

Credit card processing is an integral part of Sage MAS 90. Before, staff keyed a customer's credit card number into the bank's Web site for validation and then keyed the same data into the accounting system. With the Credit Card Processing module, what was formerly a time and labor intensive process is now an integrated and streamlined process.

Customer credit card numbers are stored within Sage MAS 90 in an encrypted format for security. During order entry, the staff can simply select the card that the customer wishes to use and press a single key to authorize the transaction. The validation code is automatically stored within the software and the order and subsequent invoice are recorded as paid.

### **Improving Order Accuracy**

Sage MAS 90 has dramatically improved the accuracy and speed of order processing at Product Club. An order may consist of dozens of line items representing full and partial cases of items and with the old software it was not uncommon for an item to be left off the shipment. "Our warehouse personnel had to manually count how many cases the order represented and then double check that against what they were shipping," Polesuk explains. "It was too easy to make mistakes."

Acctrack customized the Sage MAS 90 sales order form to print the case count by line item and the total case count for the order. This one change, Polesuk says, has vastly improved the accuracy of order processing. "Accurate orders save us money and result in better customer service too."

The staff of Product Club appreciates the

ability to print order acknowledgements and invoices in a PDF format and e-mail those documents to customers directly from Sage MAS 90. "Before we were printing and faxing," recalls Polesuk. "This is a positive change that saves us time and is appreciated by our customers."

### **Powerful Reporting Tools**

Product Club turned to Acctrack to develop several custom reports that the company uses to address its specific business needs. One report, a freight report, is used to reconcile freight carrier invoices by detailing the packages shipped during the billing cycle, the tracking numbers of each, and the quoted freight charge. "It helps us catch billing errors," says Polesuk.

Another custom report helps the company calculate commissions for its 35 remote sales representatives. "We have a highly complex commission structure and the report Acctrack designed simplifies the calculation process," explains Polesuk.

### **Working With a Top Partner**

Polesuk appreciates the attentive and expert support his company receives from Acctrack Computer Consultants. "They seem to have an expert on staff for everything," he says. "And they are always prompt, polite, and efficient when we need support."

He concludes, "Acctrack is top in their game. They are good people to work with and they get the job done right."



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