

SYSPRO Is Perfect Package for Bags & Boxes II

“Over the years, Bags & Boxes II’s choice of SYSPRO software has been validated numerous times. Almost immediately, the company was better able to track all information throughout the system. In addition, the software’s numerous query screens helped the Bags & Boxes II customer service department to experience a dramatic increase in efficiency.”



■ The Company

Bags & Boxes II, as the name implies, is in the business of selling a variety of bags and boxes, which it imprints for retailers and other organizations nationally and internationally. Founded in 1989, the St. Joseph, Missouri-based company is owned by Chadbruck, Inc, which also owns St. Joseph Packaging, a major manufacturer of gift boxes. Also known as “Sacs & Boxes 2,” BB2 offers a standard line of about 1500 bags, totes and boxes, in addition to mailing tubes, ribbon and a variety of packaging and gift wrap accessories. BB2 also specializes in custom packaging, which retailers and other organizations typically use to further brand identity programs, trade show promotions and corporate incentives.

“It has been nearly six years [since SYSPRO software was installed] and we have gone through three system upgrades. Each has resulted in jumps in productivity. SYSPRO is constantly changing its software to enhance the product.”

- Deborah Mahoney
 Treasurer, Bags & Boxes II

BB2’s extensive product line and quality orientation have helped the company achieve a reputation as the “best in the industry.” The firm’s highly experienced staff is particularly expert at helping customers find just the right packaging for projects. “Quality is our first priority, and printed products do not leave our warehouses without passing stringent quality control tests,” says BB2 Treasurer Deborah Mahoney.

While the company maintains two local warehouses, BB2 will often “drop ship” from wholesalers around the country in an effort to speed order turnaround times. This dedication to fast delivery makes accurate order tracking a must. “While we do keep our best sellers on hand and maintain a stock of bags and boxes, we could not keep everything in a single warehouse as packaging is such a diverse product. While our corporation only directly manufactures gift boxes, we are a master distributor and printer of many other vendors’ products,” notes Mahoney. In fact, in a typical month, the company issues about 200 quotes and approximately 1,600 invoices. Sales orders come in through the sales force, the Internet, catalogs, advertisements, showrooms, trade shows and numerous other sources.

■ The Challenge

Prior to 1999, BB2 had been using a UNIX-based system running software designed for the folding carton industry. The system was also shared with a sister corporation. With a growing number of orders, however, BB2 management felt the company needed a dedicated solution and one that was more sales order driven.

■ AT A GLANCE ■

COMPANY

Bags & Boxes II

INDUSTRY

Paper Products Manufacturing

NUMBER OF EMPLOYEES

30

THE CHALLENGE

- Lacking inventory management
- Extensive product lists
- 1600 orders per month
- Inefficient customer support capabilities
- Multiple warehouses
- Needed distribution-specific solution

SOLUTION & SERVICES

- Fully integrated ERP
- Easy-to-use system
- Ongoing enhancements
- Multiple query screens
- Sales order-driven solution
- Powerful inventory management

THE BENEFITS

- Improved data tracking
- Augmented customer support
- Streamlined shipping processes
- 360-degree view of operations
- Visibility into stock levels
- Increased overall efficiency





After looking at MAS90, Great Plains and Solomon, BB2 opted for SYSPRO enterprise software running on Dell hardware and Microsoft Windows. Mahoney says the choice was unanimous after the SYSPRO dealer, CBIZ Technologies of nearby Kansas City, demonstrated the software's numerous distribution and service-oriented features.

■ The Solution

According to CBIZ's Joseph Rongish, a big plus in BB2's choice of SYSPRO was the software's ease-of-use. He also points to the software's powerful inventory management features, including the ability to handle drop shipping from sales order entry, track multiple warehouses with cost records per warehouse, accommodate non-stock line items on order for specials and create purchase orders from sales orders. In addition, he points to other software features that particularly appealed to BB2 and which would accommodate the firm's quality orientation and dedication to service: strong customer query and customer support features, a copy sales order, back order release and review feature and powerful inventory query capability.

For example, BB2 maintains item numbers by category in the SYSPRO database. When an order comes in, the item

number is entered and the warehouse housing the item is indicated. The order is then forwarded to the appropriate warehouse and dropped shipped to the customer. If printing is required, the warehouse housing the item does the printing, as specified on the order.

■ The Result

Over the years, BB2's choice of SYSPRO software has been validated numerous times. Almost immediately, the company was better able to track all information throughout the system. In addition, the software's numerous query screens helped the BB2 customer service department to experience a dramatic increase in efficiency.

Comments Mahoney, "It has been nearly six years, [since SYSPRO software was installed] and we have gone through three system upgrades. Each has resulted in jumps in productivity. SYSPRO is constantly changing its software to enhance the product. Most recently, we have implemented Office Automation and the ShipLink system that connects our shipping department to our software. We are now in the process of implementing SYSPRO 6.0, Issue 10."