

# GARLAND WHOLESALE



*Garland Wholesale, specializing in a variety of roofing and siding-related products, uses Agility to gain inventory accuracy, pricing control and vital information to improve efficiency. The Etheridge, Tennessee based company focuses heavily on customer service, and by choosing Agility, they have been able to deliver on that focus. "Since being on Agility we have been able to account for inventory better," Garland Wholesale's system manager, Jason Snook said. "We like the branch transfer functionality and we can keep up with backorders."*

## The Challenge

Garland Wholesale's previous software was making inventory control near impossible and there were other key areas that also needed improvement. "We chose Agility because we were having issues with pricing and inventory control. Our old system would let us sell an item that we didn't have," Snook said. "You could bill it, make a delivery ticket and invoice it--everything. It would let us go negative in our inventory and we could sell negatives all day long."

They were also having serious problems with their accounting. "Our accounts receivable was a nightmare with our past system," Snook described. "We couldn't do any type of good reporting, any type of payment that was applied was just done wrong. It was very hard to change."

## The Solution

Now, Garland Wholesale has slick, sophisticated software that streamlines processes that were once tedious and time-consuming. "With our old system, we had to balance each store, meaning the stores had to do an actual purchase from another one. I would have to call the Nashville branch and say 'I need six boxes of siding' and they would have to actually write up the materials, send it to me and then charge me. I would have to do a credit to that branch and then at the end of the month, we would spend hours making sure we were balanced from store-to-store. With the branch transfer and general ledger adjustments that go on behind the scenes in Agility, we save time and don't have to do any of that."

Agility has helped Garland Wholesale overcome their accounting hurdles. "Now if we do something wrong we can just back it out," Snook said. "The reporting in accounts payable is good, too. I don't have any problems hardly ever from the AP clerks calling me asking me for help. The accountant hardly ever needs anything from me."

Garland Wholesale's ability to provide customers with important information has increased substantially. "We can get them the information they want as far as copies of invoices, copies of pick tickets, delivery tickets tracking of exactly what happened on the tickets, the audit reviews, etc.," Snook said. "Just getting them what they need, when they want it is so valuable." The system's powerful import and export functionality allows the company to easily exchange those documents with customers, cutting mailing costs in half. "Statements and invoices by fax and e-mail are saving us more and more money each month," Snook explained. "Usually we would spend probably \$400 a month just on postage and now we are spending around \$200." This once manual process saves money and lets Garland Wholesale deliver better service to customers. "Anybody can call up at any time and say 'Hey, send me my invoices,'" Snook added. "Before we are off the phone, they have it in their hands. If they don't get it, I get a report that tells me."

In addition to improving customer relations, Garland Wholesale is delivering better communication to their employees with Agility's sales reporting feature. "We have meetings with our sales guys every week," Snook said. "I pull a lot of information from Agility with Cyberquery and our sales guys can even view the information at home. We can print out our customer net profitability reports, we can do monthly reports and see trends to make better decisions."

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