ATD Tools Streamlines Manual Processes From the Warehouse to the Trade Show Floor

ATD Tools, Inc. is a warehouse and distributor for professional automotive tools and equipment. Since 1977, the Wentzville, MO, company has focused on providing quality, durable tools at competitive prices. Four decades later, ATD is still committed to providing the tools automotive professionals need at prices they can afford.

ATD Faced Challenges With Manual Processes

Before ATD implemented ScanForce, they used paper and pencil systems to manage their warehouse. As a result, their team was experiencing inefficient and erroneous inventory tracking problems, which led to a slew of issues in other areas like order efficiency and order pulling accuracy.

At trade shows, team members also managed sales by hand, and each order had to be manually processed. At times, orders required multiple manual updates. These manual changes to orders could happen two or three times before the orders were finalized. This led to an inefficient sales order process and frustration for customers and employees. With warehouse and trade show issues, ATD decided it was time to address these manual processes and find a solution.

END-USER

ATD Tools

CHALLENGE

Paper and pencil processes led to inefficient inventory management in the warehouse and customer orders at trade shows

SOLUTION

Error-free order shipping with a Warehouse Management System that offers better inventory management and future order fulfillment

Accurate and effective trade show sales - ScanForce's Mobile Sales solution automates the process allowing salespeople to access data in real-time from anywhere

A ScanForce Partner Delivers the Solution

Darrel Reuss, ATD President, learned about ScanForce from his Sage consultant, Susan Deters of Conner Ash. Deters and Reuss first worked together to move ATD away from the pencil and paper warehouse processes to ScanForce's Warehouse Management System, which works seamlessly with Sage 100. ATD quickly discovered that ScanForce eliminated manual processes the company was relying on to pull orders and track inventory. The WMS solutions worked so well for ATD that they went back to Deters to find a way to automate trade show sales.

Deters and the ScanForce team introduced their Sage 100 Mobile Sales solution to solve ATD's trade show sales pain points and streamline the sales process even further. With Sage 100 Mobile Sales, the team at ATD gained greater visibility into their sales on the trade show floor. ATD quickly discovered they could accurately create quotes, sales orders, invoices, and credit memos with up-to-date information. This access to real-time data simplified the process of taking and writing orders so much that several ATD customers began to scan their own orders at shows.

"We went right into order scanning," Reuss said. "The customers then gave us a signature, which we emailed to our customer service desk. Then, we printed the receipts and attached them to customer forms."

The Benefits of Working with ScanForce

After a simple implementation process and rollout, ScanForce's solutions for Sage 100 were up and running. As a result, ATD successfully moved away from manual processes to streamline inventory management and trade show sales.

Key benefits ATD experienced with ScanForce:

- Eliminate manual work using barcode scanning
- Minimize errors with an accurate and effective sales process
- Simplify edits by quickly viewing existing orders
- Sell anywhere, regardless of internet connectivity
- Speed up the sales process and reduce lines
- Increase customer satisfaction

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> *"ScanForce has allowed us to ship more accurately for our customers, which was our main goal. This, in turn, led us to better inventory management and future order fulfillment."*
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> — Darrel Reuss, President
> **ATD Tools**

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> *"We reached the point where we had customers scan their own orders! We had no lines of customers waiting to check out. What a difference!"*
>
> — Darrel Reuss, President
> **ATD Tools**