

PAINT VALLEY EQUIPMENT

RELYING ON THIRD WAVE ADD-ONS TO ENHANCE SAP FUNCTIONALITY



THE CUSTOMER

Paint Valley Equipment is a family owned company that has been serving the construction equipment industry since 1984. They are located in the rolling hills of north central Ohio in the heart of Amish country. The name "Paint Valley Equipment" comes from the valley in which they are located, known as Paint Valley.

Today Paint Valley Equipment is a manufacturer and distributor of Non OEM Construction Equipment Parts with a focus of serving Dealers in the Construction Equipment industry throughout the US, Canada and Mexico. As a manufacturer they are focused on delivering a quality product in a safe, energy efficient environment.

QUICK FACTS

Industry: Non OEM Construction Equipment Parts

Number of Employees: <200

Headquarters: Millersburg, OH

Website: www.paintvalleyequipment.com

Third Wave Products: [Advanced Productivity Pack](#) and [Return Materials Authorization](#)

SAP Business One Reseller: Vision 33

KEY CHALLENGES

- Implemented SAP Business One to enable the company to expand and gain better visibility into the order entry process, product supply chain, business partner history and financials
- Created a workaround to manage return materials authorization (RMA) but it didn't provide the flexibility or visibility they needed into the returned items
- Wanted to improve the deliverability and tracking of electronic documents

SOLUTION SUMMARY

- Selected Third Wave's RMA add-on which integrates seamlessly with SAP Business One to better manage the RMA process
- Found Third Wave's RMA add-on uses a similar entry form as the standard SAP Business One order entry form and uses similar commands and processes that are already in place
- Chose Third Wave's Advanced Productivity Pack (APP) to more effectively track and deliver documents
- Getting started with APP was easy but they took the time to configure the solution properly to meet all their needs

OPERATIONAL BENEFITS

- Whether it's by email, print, fax or any combination, Paint Valley Equipment can configure the Business Partner to receive billing documents at the time the document is posted. APP can be configured to deliver the document to the assigned contact.
- APP has saved the company \$2000 in annual postage by automating the document delivery process as well as 200 hours in annual labor costs
- The ability to deliver email documents on demand improves efficiency, customer service and communications
- APP has also helped Paint Valley Equipment with accounts receivables by transmitting billing documents to the correct contact in less time, shortening the payment time. The activity logs provide a record of each document delivery.
- The RMA add on has allowed them to record expected returns and give their customers the RMA numbers to match the return. When the product is returned, they are then able to easily process it and record the condition. By doing so, they are able to report on the return reasons.
- One of the biggest benefits of the APP and RMA add-on is how seamless they operate with SAP Business One