



Yoder's Shipshewana Hardware

Increases inventory accuracy with Epicor Business Accelerator

Company Facts

- Location: Shipshewana, Indiana
- Industry: Hardware and Home Centers
- Number of Employees: 18
- Number of Locations: 1
- Web site: www.yodershardware.com
- Affiliation: Do It Best



“We debated about initiating the Epicor Business Accelerator program because of the cost, but it was very well worth it. We know it has paid off for our business. We accomplish much more now with fewer people.”

Nate Jones, Assistant Manager | Yoder's Shipshewana Hardware

Yoder's Shipshewana Hardware made the move from a manual operation to Epicor Eagle in 2007. Several years after that they initiated the Epicor Business Accelerator program to help them take their use of the Epicor Eagle business management solution—and the business—to the next level.

Increasing ordering efficiency

Yoder's was particularly interested in improving its inventory management practices, and during the Epicor Business Accelerator consultant's two-day visit, the majority of time was focused on this key area. Only one-half of Yoder's inventory is purchased through the Do it Best® Cooperative, with the remainder coming from a number of specialty suppliers. “Managing our inventory is complicated,” said Nate Jones, assistant manager of Yoder's Shipshewana Hardware. “Our giftware, housewares, and toys had to be manually added into the Epicor Eagle system. We frequently purchase products from local vendors that don't have SKU or UPC numbers. The Epicor Business Accelerator consultant taught us how to take the emotion out of ordering and pricing by using data and very specific processes.”

Success Highlights

Challenges

- Managing specialty inventory from many suppliers and local vendors
- Maintaining accurate inventory

Solution

- Epicor® Eagle®
- Epicor Business Accelerator

Benefits

- Accomplish more work with fewer people
- Increased inventory turns
- Saves five hours per week on special inventory ordering

Through a combination of ranked product analysis reports and suggested order reports, Yoder’s now saves more than five employee-hours every week preparing orders, and those orders are more accurate. “We now run reports that guide our buying decisions,” said Jones. “The Epicor Eagle system takes the guesswork out of the process. We are ordering fewer of some items and more of others, but overall we know that our turns have increased. We print our suggested order report, do a spot checking on the floor, and then the order is ready to go. It’s more accurate, and we have more time to spend with customers.”

Improving inventory accuracy

Another important area of knowledge gain was how Yoder’s could improve overall inventory accuracy. “Any employee could have adjusted inventory levels and we would’ve had no way of knowing why a quantity was changed,” said Jones. “The consultant helped reduce the number of employees that can make changes and adjusted the system so that we can do all changes through the Physical Inventory Posting (PIP) function. Now we’re able to view the reasons why adjustments are being made. We are seeing accuracy improve already and we know it will improve further. We also learned how to create SKUs for hand-crafted items, and to use Epicor Eagle to print price stickers, or use the Quick Find feature to find the SKU number and price. And we review our price exception report and negative on-hand report every single day to follow-up on pricing discrepancies and negative on-hands. These steps have also greatly improved accuracy.”

Epicor Business Accelerator pays back

“Inventory management will always be a ‘work-in-process’ and can always be improved,” said Jones. “It’s much more important to have an action plan to keep us moving in the right direction. We debated about initiating the Epicor Business Accelerator program because of the cost, but it was well worth it. It has paid off for our business. We accomplish much more now with fewer people.”

About Epicor

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Contact us for more information on Epicor Products and Services

+1.888.463.4700 eagle@epicor.com www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

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