TEMPUR CANADA RESTS EASY WITH ORCHID'S RMA

> "We were pleased by the ease of set up and use of RMA, and the tight integration with Sage 300"
>
> DAVID DUNMORE - DIRECTOR OF FINANCE

Company

Tempur Canada is the exclusive Canadian distributor of Tempur-Pedic pressure relieving Swedish mattresses and pillows, which are sold in over 50 countries.

They have been ranked by Tempur-Pedic International Inc. as one of the top distributors worldwide since they started marketing the product line in 1996. (www.tempurpedic.ca)

Challenge

Tempur Canada needed help to relieve the pressure of authorizing and handling returns from their high-end retail customers.

Solution

When purchasing Sage 300 (formerly Sage ERP Accpac), their business partner recommended including Orchid's Return Material Authorizations & Repair Tracking product (RMA & RT).

A key selling point was that, like all of Orchid's Add-ons, it is developed in the Sage 300 SDK

As well has giving it the familiar look and feel, this allows for seamless integration with Sage 300's Inventory Control, Order Entry and Purchase Order modules.

Result

Returns processing, with the introduction of the new system, has benefitted from a significant increase in productivity.

Why Orchid?

Orchid Systems, a global Sage Endorsed and Gold Development Partner, has been part of the Sage community for over 20 years. We develop innovative Add-ons to enhance the functionality of Sage 300 (formerly Accpac).

We are a winner of multiple awards from Sage, including International Development Partner of the Year. All our Add-ons are developed within the Sage Software Development Kit (SDK), so they look and feel like other Sage 300 modules.

Visit our website anytime, or contact us to find out why over 5,000 Sage 300 sites worldwide rely on Orchid Add-ons every day to help their businesses work smarter.

Work smarter with Orchid

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