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CASE STUDY

R.A.S. DELIVERY SERVICES, INC.

R.A.S. Delivery Services is a full-service delivery and logistics company, with 18 locations nationwide and a full network of carrier and supplier partners.

Overview



R.A.S. Delivery Services offers delivery services for many large appliance and furniture companies. If you've ordered a piece of furniture or an appliance through Home Depot, Wayfair, or other large resellers, R.A.S. was likely the company who made the delivery happen. They have grown to over 18 locations throughout the Midwest, Southern, and Eastern Regions of the United States.

They had been using QuickBooks in combination with Excel and other piecemeal software until the fall of 2018.

The primary issue that was becoming untenable for their team was an important weekly report called the Carrier Settlement report. It is a combined report of several reports, listing income, debts, and deductions made to all of their various carrier partners, and it needed to combine data from all of their locations. This was a cumbersome, time-consuming, and error-prone process, created in Excel from three or more disparate data sources. Preparing the report was also time-sensitive; weekly payments must be made to the carriers each Monday.

To complete this report accurately and on time, R.A.S. had two full-time employees in the accounting department dedicated to completing it – and only that – plus another employee to review and audit the report prior to processing the payments each week. Each Friday, the process of reconciling the numbers from all the different sources began, often requiring the team to work Saturdays and Sundays, just to ensure the checks could be cut to the carriers on Monday. The main accounting team, once the numbers were finalized, then sent the numbers to the various locations to cut checks.

About Crestwood

Crestwood Associates is a Microsoft Gold Certified Dynamics GP, Dynamics SL, and Dynamics 365 Business Central and Acumatica Cloud ERP Partner. As a Microsoft President's Club member, Inner Circle winner, an initial member of the newly created Acumatica President's Club, and two-time Acumatica Partner of the Year, along with host to MVP winners 3 years in a row. Crestwood Associates brings your company the knowledge and experience it needs to find the right solution and make it work for you.

In addition, Crestwood is a Cloud Solutions Provider (CSP) and offers best-of-breed Azure hosting for all products.

Cut out the high costs of hardware and support while getting state-of-the-art security and protection from Microsoft and your trusted ERP and CRM partner, Crestwood Associates.

The essence of Crestwood's vision statement is to maintain a pragmatic and grounded approach to the complexities of business application deployment. This approach has for decades enabled Crestwood clients to routinely realize returns well beyond industry norms. Also, a key element of the Crestwood value proposition is to "Do the Right Thing," which translates into always acting in the best interests of their clients.



Implemented customized Acumatica and cut 3 vital weekly reports down to one; eliminated duplicate data entry of 600+ daily transactions; cut period-close time from 3 weeks to under 4 days; can now access all accounting data, accurate to the minute in a single system on-demand.

The Challenge

Each week, R.A.S. needed to calculate the income and deductions from each of their carrier partners, combining data from all their locations, from multiple different sources (QuickBooks, GE's system, and Excel spreadsheets) manually. Using QuickBooks as their primary accounting software, it took a team of two to produce ONE weekly report, often requiring weekend overtime to get it done properly and on time.

The Solution

R.A.S. had grown far too big and complex to keep relying on QuickBooks. Enter Crestwood Associates and Acumatica. Our consultants and developers worked together to build an impressive solution to their worsening problem.

Now from a single dashboard, each of the company's branches is able to enter all transaction details for a carrier, as well as add in any chargebacks associated with the delivery. Acumatica does all the complex calculations and creates all the necessary invoices/memos behind the scenes. Now each branch (and headquarters) has a real-time view of each delivery as it happens, including all the costs associated with it.

Our developers also set up a series of "recurring transactions" for each carrier; now, instead of manually entering the same debit amount for each carrier each week, the Payables team can simply search for a commonly-used deduction and click a button.

An added feature of streamlining this process is centralizing the check run process. Instead of sending the final numbers to each branch to cut their own checks, the check run now operates automatically and out of a single location at headquarters.

Additionally, all these manual processes led to a nightmare each period close. Closing used to take up to three weeks – our team got that down to 3-4 days.

What used to be a massive manual project each week is now a report that can be generated on-demand. Decision-makers would need to wait until the report was complete at the end of the week to get a full picture; now it is generated in a matter of clicks as often as anyone needs it. The team used to scramble each week (and sometimes weekends) to reconcile all the transactions by Monday check runs; now everything is automated and reconciled by Friday afternoon.

The Benefits

Two months after go-live, R.A.S. has seen immeasurable improvements.

- Elimination of duplicate entry of hundreds (600+) of transaction records per day.
- Combining of several different reports into one easy-to-understand report.
- Real-time view of revenue and carrier data from all branches. Ability to create a daily report, which before would have been impossible.
- Massive reduction in time required to close a financial period. From 3+ weeks down to 3-4 days.
- Access to all accounting data from a single system. When a carrier or coworker has questions about a charge or balance, finding the answer is extremely simple and quick.
- Eliminated the need for Excel reporting. No more moving data from one place to another!

This Acumatica implementation was a massive and exciting project for the Crestwood team. It was an excellent challenge to create all the unique moving pieces that R.A.S. required, and we are thrilled their investment pay off.