



PG Professional Golf

Acctivate connects all PG Professional Golf departments in a single system improving communications throughout the organization & eliminating process errors.

Productivity has increased across PG Professional Golf by eliminating a tremendous amount of unnecessary communication. For instance, the Business Activity Management feature provides them with a more efficient credit & collections management process.

“Overall, I think Acctivate helps a lot on the operational side and for inventory tracking. The added bonus is the customer service piece that we utilize to provide better customer service.”

Penny Huang, Controller

Credit & Collections Management

In the past, PG Professional Golf would send out a weekly credit hold list within the organization, in order to place a customer on credit hold. After performing some manual processes, there would still be the risk of processing orders for on hold customers.

In general, Business Activities allows everyone at PG Professional Golf to effectively communicate with each other directly in Acctivate on certain issues rather than having to go ask or wait for an email response.

Huang said the added real-time access and visibility in Acctivate allows the appropriate personnel to quickly lookup the information they need, such as inventory levels, which before required them to ask the warehouse staff.

Shipping

Huang explained that they have also gained the ability to instantly find shipping information with the Shipping Workstation Interface that is integrated to FedEx and UPS.

With Acctivate, there are no longer manual processes that were often error prone and time-consuming.

Specifically, the Shipping Workstation Interface eliminates retyping address information into UPS and FedEx by pulling the information directly from Acctivate, which Huang said saves a lot of time.

Sales Order Management

Rekeying was also part of their previous sales order process. A salesperson would enter the order into a spreadsheet and then the processing person would reenter it in another system.

Huang said Acctivate makes the sales order process smoother with the ability to enter it in one system.

EDI

Orders from EDI were also entered manually, which is no longer the case for PG Professional Golf with Acctivate EDI and integration to the TrueCommerce EDI solution.

Acctivate's EDI integration is a great benefit for them, since EDI is about 60% of their business. They sell their golf related products to over 20 retailers including Golfsmith®, Sports Authority®, Academy® Sports + Outdoors and Walmart®.

Reporting

PG Professional Golf also better analyzes aspects of their business with Acctivate's reporting capabilities.

They use Crystal Reports®, which is integrated to Acctivate to create many custom reports. This gives them accurate and detailed information compared to previously using spreadsheets for analysis.