

## CUSTOMER SUCCESS



## Feeding the Hungry, With the Help of Sage MAS 200

Getting food to the hungry is one of the tasks of 800 programs in churches, child welfare centers, soup kitchens, shelters, and halfway houses throughout Colorado and Wyoming. Most of the goods come from Food Bank of the Rockies, a nonprofit organization that collects and distributes over a million pounds of food every month (approximately 836,000 meals) to its member agencies.

Donated by hundreds of sources, including manufacturers, retail stores, and community food drives, the food is stored in a 32,000 square-foot warehouse in Denver. Every pound is accounted for—who donated it, who received it, and when it was sent out. In addition to Food Bank's 41 fulltime employees, volunteers assist with administrative, warehouse, special events, and program functions, contributing manpower roughly equivalent to 29 employees.

"Companies give back to the community by donating their surplus, mislabeled or older merchandise and they gain a tax credit," said Sharon Fiscus, director of administration services.

### Making the Move to Windows

Processing a million pounds of food every month is hardly logistical small potatoes. When Fiscus started with Food Bank eight years ago, accounts were recorded in a manual ledger; it was a challenge to keep track of inventory and agencies on outdated software. And no one available to service the old system. Clearly it was time for a new system.

"I had worked with Sage MAS 90 ERP previously and liked it, so we converted to Sage MAS 90 for UNIX," Fiscus says. "The only customization we required was to track pounds of food instead of dollars."

Sage MAS 90 for UNIX worked well for Food Bank. It provided a trouble-free, userfriendly platform that required minimal staff training. When they decided to switch to a Windows-based environment, they simply upgraded to Sage MAS 200 ERP.

### Customer:

**Food Bank of the Rockies**

### Industry:

Non-profit organization that distributes food for the needy to agencies in part of Colorado and all of Wyoming.

### Location:

Denver, Colorado

**Number of Locations:** Two

**Number of Employees:** 41

### System:

#### Sage MAS 200

- Accounts Payable
- Accounts Receivable
- Crystal Reports
- Custom Office
- General Ledger
- Inventory Management
- Purchase Order
- Sales Order

### CHALLENGE

Upgrade to a Windows-based system and extend core functionality to better facilitate processing a million pounds of food every month.

### SOLUTION

Sage MAS 200 financial and distribution modules.

### RESULTS

Fast, easy, user-friendly platform; streamlined integration and automation of operations; exceptional data organization with convenient export and import.

### All the Right Ingredients

Food Bank upgraded to Sage MAS 200 and added Crystal Reports® and Custom Office to their module mix. Custom Office enabled them to extend the core functions of Sage MAS 200. “Sage Software provides excellent support, which is one of the reasons we chose Sage MAS 200,” comments Fiscus. “Windows also gives us additional capabilities, such as data export and import.”

They’ve also created a demographic database that organizes and details information requested by donors and the government, such as number of people serviced, areas, ZIP codes, marital status, and ethnicity. Demographic data is added to information pulled into Microsoft Access from the Sage MAS 200 Accounts Receivable module.

“Sage MAS 200 is great,” Ficus says. “It’s so fast that we can now select employees for their customer service skills, rather than their keyboard skills.” The Custom Office module, makes it easy for anyone to change screens and fields without a source code.

Everything at Food Bank rotates around the pounds of food sent out. This is tracked like dollars are in a for profit company. Report Master reaches into Accounts Receivable, Sales Order, Inventory, and Purchase Order to get data on the pounds distributed to each agency. The data is then keyed to an inventory number. Sage MAS 200 can detail who donated a particular case of stewed tomatoes, which agency took delivery, and when it was received.

The Sales Order module issues two shopping lists of available food daily. Member agencies select products from the list. Sage MAS 200 creates a picking sheet and volunteers pull the orders. Then, agency drivers pull trucks up to the huge warehouse doors and load up the food.

Member agencies are charged a nominal handling fee of \$ .14 per pound, which covers half of Food Bank’s operating expenses. These fees are recorded as cash receipts in Accounts Receivable.

“Our new system is wonderful,” raves Fiscus. “It’s fast, very user-friendly and simple to customize. Thanks to Sage MAS 200, Food Bank of the Rockies is able to feed thousands of hungry people more easily.”

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*“Sage Software has always given us excellent support, which is one of the reasons we remained with Sage MAS 200.”*

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### ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

