

CUSTOMER SUCCESS



¡Mucho Gusto! Tampico Spice Seasons It Right With Sage MAS 90

It was 1947, and Jesus Martinez couldn't find the bagged spices he wanted in Southern California grocery stores. Recognizing an unmet market need, he founded Tampico Spice with a mere \$50. His company was the first in the world to package spices in cellophane bags—a terrific idea that enhanced both freshness and convenience.

Today Martinez' initial investment has grown into a multi-million dollar company. Run by his son and daughter, the firm now imports a full line of seasonings from 22 countries around the world. Tampico's aromatic spices add zest to many well-known products, including those of Soup Plantation, Farmer John's Hot Dogs, and Islands Restaurants.

Outgrown System

Tampico Spice eventually outgrew its DOS-based accounting package. The search for a replacement proved frustrating. One product crashed several times during the demo.

When Frank Rubin, the controller at Tampico Spice, saw the complete range of capabilities available with Sage MAS 90 ERP, he knew he'd found a winner. "Its technical support was much better than anything else we'd seen, and its database was definitely stable," he comments. "We switched and have been very happy ever since."

Harvesting the Benefits of Sage MAS 90

Sage MAS 90 serves as an end-to-end business solution for Tampico Spice, tracking everything from anise seeds to turmeric. As orders are received over the phone, customer service representatives input data to the Sage MAS 90 Sales Order module. Information is automatically converted into an invoice that is mailed when the product ships.

Sage MAS 90 is set up to track all receivables and notify Rubin when invoices are 60 days overdue. The software can even generate labels for promotional mailings.

Tampico Spice has integrated FAS Asset Accounting, a module that has become the Windows-based fixed asset management software of choice for small to midsized companies. Rubin uses FAS Asset Accounting to verify fixed asset calculations prepared by the CPA, for monthly journal entries showing current valuation of machinery, office equipment, cars and trucks.

Customer:

Tampico Spice, Inc.

Industry:

Spice manufacturer and distributor

Location:

Los Angeles, California

Number of Locations: One

Number of Employees: 40+

System:

Sage MAS 90

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bill of Materials
- Business Alerts
- Payroll
- Inventory Management
- Sales Order
- Crystal Reports®
- Custom Office
- FAS Asset Accounting
- Purchase Order
- Visual Integrator

CHALLENGE

Obtain an end-to-end, stable business solution to strategically manage a multi-million dollar manufacturing and distribution operation for maximum quality and profitability.

SOLUTION

Sage MAS 90 distribution and FAS Asset Accounting modules.

RESULTS

Streamlined automation and data flow from A to Z; flexible report writing; more precise ordering and forecasting; Increased profitability and sustained quality; accurate fixed assets; more strategic management.

Rubin appreciates the system's flexible report writing features. With Sage MAS 90 he creates month-end financials and many custom reports such as sales by item, sales by customer and item, and annual summaries by customer and item.

"Our reports allow us to do more accurate ordering," explains Rubin. "About half of the spices we carry, like cardamom and chili pods, have a single harvest season. We can only order once a year. If we guess wrong and order too little, we have to scramble to find alternatives. With Sage MAS 90 we can offer our customers the consistent quality they expect and improve profitability at the same time."

Sage MAS 90 tells Rubin exactly what was sold last year, so he can forecast with great confidence. This translates into substantial savings and has also improved customer satisfaction.

Detailed customer reports are invaluable when it comes to pricing, too. Rubin can determine when volume discounts are appropriate. He uses Sage MAS 90 when deciding who to send product literature to, avoiding the expense of mailing to smaller purchasers. Sometimes customers request annual analyses as well, which he can easily provide with Sage MAS 90.

As Sage Software releases new versions of Sage MAS 90, Tampico Spice upgrades promptly. "We don't let our system lag behind, because the new features are always helpful," explains Rubin. He intends to add a manufacturing module soon. "Sage MAS 90 is a very good accounting system," Rubin says. "The telephone support is excellent. We can expand our system whenever we need to. Given all these benefits, we intend to stick with Sage MAS 90 throughout the foreseeable future."

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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.

