INFORMEDIATE
DATA › KNOWLEDGE › ADVANTAGE › PROFIT

Problem

Hayes Specialties has missed revenue opportunities as a result of inaccurate pricing of imported products.
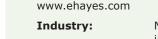
Legacy ERP Limitations

As markets have opened, Hayes began sourcing an increasing number of Asia suppliers; however, Dennis Schluckbier, Hayes' current President, struggled with accurately managing imports. The company's legacy ERP system lacked a robust container management system and Hayes was unable to accurately track import containers and properly calculate and allocate duties, taxes, and tariffs across a large range of products. As a result, employees were forced to manage complex spreadsheets and manually calculate costs for a full range of products.

SourceWare™ Solution

Mike Klemp, Informediate's President introduced Hayes' Schluckbier to SourceWare, Informediate's ERP system. Klemp showcased the components of SourceWare ERP that could automate and streamline import processing and help the company deliver more accurate costs.

Specifically, SourceWare's container management module, which was developed to automate import container processing, offered Hayes the opportunity to:

- Track and process containers from multiplier suppliers
- Track duties, tariffs, and import fees
- Track vessels and retain vessel-specific shipment data and import documents

Hayes Specialties Corporation
www.ehayes.com

Industry: Novelty products importer and distributor

Headquarters: Saginaw, MI

About Hayes Specialties Corporation

Hayes Specialties Corporation, was founded in 1967 as a small wholesale operation with a single storefront in Saginaw, Michigan. Currently, Hayes is one of the largest importers of toys and novelties in the United States with three locations including a 110,000 square-foot warehouse. The company aggressively pursued international revenue opportunities by developing a strong online presence and their products are now sold to customers in North and South America, Europe, and Asia.

Hayes Specialties maintains a buying office in Shanghai, China, which is staffed by Hayes employees and allows for easier consolidation of shipments, better quality control, and access to new products coming from the region.

> " Since going live with SourceWare in 2013 we have eliminated most of our manual processes related to importing and can build, track, and receive containers seamlessly. "
>
> **Dennis Schluckbier,**
> **President, Hayes Specialties**

Schluckbier selected SourceWare ERP and after working through the transition process with Informediate's technical support staff, made the successful migration to SourceWare in December 2013. The upgrade to SourceWare has helped Hayes improve their import container receiving—both in speed and accuracy—to a level that far exceeded their expectations. In fact, SourceWare's Electronic Warehouse System capabilities has proven to significantly reduce Hayes' handling time as the receiving warehouse staff can scan, weigh, and measure in half the time of a manual process.

With the switch from the original legacy ERP system to SourceWare, Hayes Specialties has relied on SourceWare to support improvements in multiple areas including the following:

- Warehouse inventory accuracy
- Improved retail counter processing
- Online credit card processing
- Integrated B2B and B2C e-Commerce

SOURCEWARE™
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