

CASE STUDY

Calculating Commissions: Easy as Pie

CLIENT

Carl Brandt, Inc.



Picture this.

You're sitting outside a French café on a warm spring morning. The smell of espresso is near. The fresh jam on your knife is waiting to spread across the buttery croissant. The conversation is light but meaningful.

Mornings like this are among the best parts of Europe.

When you jump on the plane to head home from an experience like this, it's impossible to do, but you want to package up the sights, smells and tastes and shove them in your carry-on bag.

Lucky for all of us, there are companies who import these tastes and do the hard work required to stock our supermarket shelves with fine European food specialties.

Since we can't bottle up feelings in our suitcases, it's the next best thing.

Carl Brandt, Inc. is such a company, and we were fortunate to help them clean up some sticky commission and payment issues.

To the regular customer, picking up a pack of European cookies or herbal tea seems like a straightforward transaction.

But for Carl Brandt, importing goods, dealing with multiple distribution partners selling into supermarkets across the country, and making sure everyone is paid accurately and timely, is a long process.

It's complicated. And messy.

Distributors change, contacts come and go, territories get reassigned, commissions get split between brokers, grocery companies sell, warehouses relocate....you get the picture.

Ugh.

That's not the word they used to describe their challenges, they were much more professional than that, but "ugh" sums it up nicely.

Their manual efforts in Dynamics GP were about as exhausting as trying to swim the Atlantic while trying not to get their delicious cookies wet.

When they explained their challenges to us, Commission Plan seemed like the perfect fit.

A life boat for their exhaustion.

"They had to get to know our business first, before we could run these split commissions properly," said Ines Allen, Controller of Carl Brandt.

It took some work on the front end, but once we understood their requirements with clarity, we customized and implemented Commission Plan within their Dynamics GP platform.

"With a complete understanding of how they split commissions between brokers and distributors, configuring Commission Plan to automate this process for them was straightforward," said our own John Stulak, Senior Consultant.

"The service is flawless, really," Ines responded when asked how our engagement has been.

Similar to their European desserts.

So how has life been for Ines and the rest of the accounting team since we've helped them sweep up a few of their challenges into a tidy pile?

"Without overstating, the split commission and broker payout issues have all gone away."

With Commission Plan, they have reclaimed 1-2 hours each day. Hours that were once spent reviewing invoices and making sense of a confusing commission process.

"I have absolutely no complaints," she told us recently.

After eating their delicious European treats, neither do we.

It's almost like we're sitting on a patio in Paris...

