

# MAPADOC

## PROMAX GROWS EXPONENTIALLY

WITHOUT ADDING ACCOUNTING STAFF, THANKS TO  
MAPADOC EDI

CLIENT: **PROMAX**

**“Not only has MAPADOC EDI saved us money from a staffing perspective, but the consultants’ knowledge of our clients has helped us avoid mishaps that could have created chargebacks, fines, or worse—losing a client. It’s hard to quantify that data, but the savings are significant.”**

Shari Mock  
COO  
Promax

“We implemented MAPADOC in 2012. Prior to that when we were processing EDI (Electronic Data Interchange) via web portal and re-keying the orders into Sage 100, this took more than half of one person’s day to enter orders. If we hadn’t moved to MAPADOC, we would have had to increase staffing,” stated Shari Mock, COO with Promax.

Promax has been in the Nutrition Bar business since 1996. The company owns two brands; Promax Energy Bars and the Pure Bar.

### **FROM OLD SCHOOL TO NEW AND IMPROVED**

Promax had been using a very antiquated, web-portal-based system. With the company’s rapid growth, they knew a change was required. Prior to joining Promax, Shari had used MAPADOC EDI at another company and was a huge fan. When looking for an EDI solution for Promax, Shari did look at other solutions, including a big name add-on.

“After looking at our top choices, MAPADOC EDI was clearly the best fit for our needs,” stated Shari. “It is so well integrated with our Sage 100 accounting system, it feels like part of the system, which makes it easy to learn and use.”

### **CONSULTANT SUPPORT MAKES FOR AN EASY SWITCH**

Moving to MAPADOC was also easy, thanks to the support and implementation team at MAPADOC. “They really made it easy for us to make the switch,” recalled Shari. “A consultant came to our office and set up all of our customers one by one. That time was also used to provide hands-on training for our team and enabled us to work through any glitches so our go-live was seamless.”

Heather Coalwell, the accounting sales associate at Promax, added,

“That level of support didn’t stop with the implementation. MAPADOC is there for us anytime we need help. In fact, we just added an important new customer, and we were under a tight timeframe to get them set up and completed. Our consultant understood the urgency and was one step ahead of us at all times during the process to make sure we made our deadline.”

### **MAPADOC EDI TRAINING AND CAPABILITIES GO ABOVE AND BEYOND**

One unexpected benefit of moving to MAPADOC was the exceptional training and the impact it has had on the Promax team. Heather explained, “While we don’t have the resources to do our own mapping, the training we went through, along with the subsequent support we have received, has taught us tips and tricks to avoid pitfalls when setting up new customers. We can also make our own customer changes such as discounts, promo codes, cross-references, ship-to information and so much more. Being able to make these changes really streamlines the whole EDI process for us.”

Another user at Promax, Stephanie, added that the validation features and details provided in that process help Promax spot and correct errors before sending the data to their clients.

Shari concluded by sharing, “Promax has been growing exponentially, and if we hadn’t moved to MAPADOC EDI, there is no doubt we would have had to increase head count in the last couple of years. Not only has it saved us money from a staffing perspective, but the MAPADOC consultants’ knowledge of our clients has helped us avoid mishaps that could have created chargebacks, fines, or worse --losing a client. It’s hard to quantify that data, but the savings are significant.”

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