



The Organization

Chuck Levin's Washington Music Center (WMC) is a family-owned and operated business that has been serving both professional, student and amateur musicians in the Washington, DC area for more than 50 years. Customers come to WMC because they know they will get exactly what they want – an extensive, well-selected inventory backed up by great service.

WMC uses NAV to support local and international sales to individuals and government agencies, and to manage all sorts of specialized applications including rental of thousands of instrument and a wide variety of repair services.

WMC first installed NAV in 1999, upgraded in 2004, and are now planning to upgrade to NAV 2009 and SQL Server. LGS has worked with WMC's management over the past six years to support and enhance NAV to meet their unique business requirements.

The Challenge

WMC needed a more efficient process to track incoming shipments to fulfill out-going orders and maintain accurate inventory for stock. Two full-time employees were handling receiving, separating stock inventory from special order material, and entering receiving data into Excel. The Excel forms were then printed and passed on to other departments for further processing. This meant that the receiving data had to be subsequently entered into NAV, leading to inefficiency and inaccuracy. WMC's profits come from moving lots of instruments, quickly. They needed to make their receiving process easier and more accurate.



The Solution

Liberty Grove Software used NAV's Warehouse Receipt functionality to create a barcode-enabled process to speed up finding Purchase Orders. By scanning the UPC Barcode of each received item, the NAV system finds all the possible Purchase Orders tied to this item. Once the right order is identified by the Receiver, the Item is automatically added to the Warehouse Receipt form, eliminating any manual entry. Now received shipment info goes directly to Invoicing for special orders and to Inventory for stock orders.

In addition, Special Orders items are routed directly to Shipping without having to move them into the warehouse, where there is a danger of getting delayed or mislaid.

The Result

Receiving head count has been cut in half, while the faster shipping and receiving turnaround has resulted in happier customers and better cash flow.

According to WMC's CFO, David Fox, this customized NAV functionality "has been a huge improvement – it has increased our productivity and accuracy for receiving by at least 80%."

Contact Liberty Grove Software to find out how we can help *you* achieve the results your company is looking for.



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