



Time saving and better communication for Agrol - with Extend Commerce

Agrol is a company within Lantmännen that supplies lubricants and oil to the professional market, especially for agriculture and forestry. The company has a comprehensive product range with products specially designed to withstand extreme stresses in machines that never stand still. Sales are made exclusively through resellers and all distribution goes via Agrol's 3PL partner located Malmö.

Highlights

Increased automation and more efficient business flows with an integrated system solution.

Challenge

Requirements from customers to receive EDI orders.

Problems with manual routines and inputs in multiple systems.

Limited possibilities for syncing balances and other information between the webshop and storage systems.

Results

A cloud-based system solution from Extend Commerce that automates most of Agrol's business flow - from delivery by order, delivery to billing and bookkeeping.

"In the past, we used several billing, inventory management and ordering systems, which meant we had many error sources. Among other things, we had to have updated stock balances in two different systems, which could not be automated"
- Fredrik E Andersson, Agrol.

The solution became Extend Commerce ERP system which in some areas has been adjusted to Agrol's needs. Today, Agrol uses Extend Commerce business systems for things such as orders, billing, accounting documents and deliveries.

"Today, Extend's systems is our only business system. It covers all parts of our business processes, has minimized the number of error sources, simplifies communication with our customers and suppliers. Plus the system saves us a lot of time" - Fredrik E Andersson, Agrol.

An example of increased efficiency is invoice management. Previously, a person at Agrol worked four hours a week managing the invoices. Today, the invoice is automatically generated and sent by email, EDI or mail.

Agrol's 3PL partners also uses Extend Commerce, which further enhances communication between Agrol, the customer and the distributor.

Invoices are registered electronically

90 percent of Agrol's deliveries come from a lubricant factory that the company co-operates with OKQ8, the deliveries are reported electronically into the system. The other 10 percent of the deliveries are registered manually.





Webshop with automatic notifications

Agrol also use a web shop from Extend Commerce, where customers can order products easily. The webshop is of course fully integrated with the rest of Extend's systems and order recognition, delivery reports, and also invoicing are fully automated.

"Our goal is to reduce the number of manual orders to zero and with Extend Commerce for both us and our 3PL partners, we are well on track" - Fredrik E Andersson, Agrol.

In the webshop, Agrol also has a customized freight price list based on the company's own freight agreements.

"This way, we can offer our customers real shipping costs where the real-time customer can see how the order affects shipping costs. In our industry, this is unique because shipping costs are affected gradually, depending on the volume you order" - Fredrik E Andersson, Agrol.

Special function for export

Some of Agrol's products are exported to Norway, which means that a so-called provisional invoice, that shows the total value of a delivery, must be created and sent with the shipment as basis for customs.

"In the past we had to do this manually for each shipment. Today, we can automatically create pro forma invoices in the business system which, of course, reduces the risk of something getting wrong." - Fredrik E Andersson, Agrol.

