

TrueCommerce Transaction Manager

Overall Rating

9.3

Summary



Product Name

TrueCommerce Transaction Manager

TrueCommerce, Inc.

Reviewed By

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Date Reviewed

July 24, 2007

TrueCommerce Transaction Manager uses an email like interface to facilitate receiving Purchase Order information electronically from customers and easily converting those into either Sales Orders or Invoices in QuickBooks. With the Invoice created, it is then a simple process to transmit your invoice back to your customer for payment. All of this is done in a manner that will fully comply with your trading partners EDI requirements. Furthermore, all phases of order acknowledgement are supported along the way.

Support for labeling is available as well. The Electronic Label Plug-in enables the process of creating UCC 128 number labels and provides for the printing of these in such a manner as will meet your customer's labeling requirements.

Users will certainly benefit in complying with their customers EDI requirements. However, users will also save vast amounts of time in preparing invoices and will certainly reduce data entry errors caused by the human element.

Strengths

Assisted setup, support, depth of existing trading partners, functionality and ease of use are all strengths of this product. The simple to use interface and ability to identify issues for correction before they become billing errors are also significant features that should not be overlooked.

Limitations

It would be nice to see some better options for relating a purchase order from a customer to the corresponding invoice(s) that are created in QuickBooks, but there is sufficient cross-reference there to research these should the need arise.

Wish List

One seemingly great enhancement would be to have the application query QuickBooks for the Item and Customer Lists so that users can more easily map the QB items and trading partners via a visual selection from a drop down list. Oddly this functionality exists with QuickBooks Enterprise, but is absent for both Pro and Premier. Pro and Premier users are required to copy and paste or manually type in the information necessary to create the initial mapping (or for any subsequently added items or customers that will need to be mapped).

In addition, it would be nice if Transaction Manager logged into QBFS on its own using a unique user name and password. Currently, QB must be open and the logged in user must have rights to A/R and Accountant roles.



Product Ratings	Rating	Ratings Definitions
<p>Setup and Installation:</p> <p>Setup could not have been easier. This would not have been true had I attempted to do this on my own. However, due to the fact that the team at TrueCommerce logs into your computer remotely and walks through the entire setup process with/for you, it is a snap.</p> <p>Even though they logged in and walked me through setup, they had me do most of the work and explained the logic of each process which significantly enhanced the training portion that accompanied/followed the installation. In all cases, they were patient and professional and answered all my questions in complete and easy to understand terms.</p>	9.5	<p>10.0 (Perfect): This exceedingly rare score is reserved for a product that is as perfect as it could be.</p> <p>9.0 to 9.9 (Spectacular): A product that receives a rating in this range succeeds at meeting all of its intended users' needs and has no meaningful drawbacks.</p> <p>8.0 to 8.9 (Excellent): A product that receives a rating in this range is superior in so many ways that its relatively few drawbacks are not very important.</p>
<p>Interface:</p> <p>When using the application, the interface is extremely easy to use. The format for incoming and outgoing transactions is much like any email package you might use. This makes processing transactions a very straightforward and understandable set of quick and friendly tasks. While it is not content sensitive, the internal Help is easily accessed and simple to understand and use.</p>	9.2	<p>7.0 to 7.9 (Very good): While the strengths of a product scoring in this range certainly outweigh its weaknesses, it has some minor faults that certain users should be aware of.</p> <p>6.0 to 6.9 (Good): This range represents a product that is above average. Its strengths slightly outweigh its weaknesses, making it good for most uses but not a standout.</p>
<p>Features:</p> <p>This is a full featured EDI application for QuickBooks users needing or wishing to receive Purchase Orders electronically from their trading partners. Once received, the Purchase Orders are easily converted/imported into QB as Sales Orders or Invoices. Inventory management and the related accounting functions are retained within QuickBooks. In addition, the application provides acknowledgement for both sent and received orders.</p> <p>An extensive list of preconfigured Trading Partners already exists which will serve to get most users up and running quickly. If you need an additional Trading Partner set-up, in most cases, the team at TrueCommerce can quickly create the interface. For a partial list of existing Trading Partners see: http://www.truecommerce.com/complete_solution/trading_partners/index.php</p> <p>Errors that might be encountered during processing are caught by the system before data is exchanged and the user interface provided to locate and correct any potential issues is extremely user friendly.</p> <p>Added functionality even supports label printing for packages as maybe required by your trading partners.</p> <p>The single best features of this product might simply be the time savings it provides in creating invoices, the reduction in human data error, and complying with your trading partners EDI requirements.</p>	9.3	<p>5.0 to 5.9 (Average): A product that scores in this range is functional but unremarkable.</p> <p>4.0 to 4.9 (Mediocre): Products in this range are below average. They fall in the middle of the pack for most features, but suffer from a few additional major flaws.</p> <p>3.0 to 3.9 (Poor): A customer should probably not consider purchasing a product in this range or lower. There may be one or two specialized circumstances, however, that could justify the purchase of this product for a very low price for a specific demand.</p> <p>2.0 to 2.9 (Terrible): A product that receives a rating in this range does not satisfy any of its intended users' needs and has no meaningful strengths.</p>
<p>Ease of Use/Service and Support</p> <p>If you can use email, you can use Transaction Manager. Support is included with the product at no additional charge and their website features a link to "remote assistance" that allows setup, integration and support team members to work with you on your computer to address any issues that may arise. In addition, the documentation under help is well laid out, complete and easy to use.</p>	9.3	<p>1.0 to 1.9 (Abysmal): A product in this range should never have been produced. This product has no redeeming qualities and worse, may actually harm the user or the user's productivity.</p>



Data Security / Privacy

As Purchase Order and Invoice information is transferred across the web, it is encrypted and then decrypted upon arrival. The privacy policy is documented on the website and is clear and easy to understand.

9.5

Integration with QuickBooks

True Commerce Integrator uses the Intuit SDK to interface with QuickBooks. When the Purchase Orders come in from Trading Partners, they are easily converted into either Sales Orders or Invoices in QuickBooks depending on how you set-up the system. Invoices are then easily transmitted back to the trading partner in the correct format for payment.

While we would like to see the same functionality for matching items for QB Pro and Premier that exists with Enterprise, plus the ability to have Integrator log into QB as itself without opening, it is still more than worth the effort. Because Transaction Manager does so much of the work electronically, the time savings and the reduction in data entry errors that exist by removing the human element of data entry represent a huge benefit to QB users requiring an EDI solution.

9.0
