

DDP Medical Supply Launches with the BundleB2B Acumatica Commerce Edition Connector on BigCommerce

ddpmedical.com

As a trusted medical supplies distributor for over 20 years, DDP Medical Supply (DDP) offers wholesale medical equipment and supplies to durable medical equipment companies (DME), physician offices, pharmaceutical retailers, and surgical centers around the country. DDP works closely with over 260 medical supplier companies to provide the medical community with the supplies and materials they need in a reliable and timely manner.

Looking for a B2B eCommerce solution that would allow the company to fulfill its specific B2B business requirements, connect with its Acumatica ERP system, and solve for its customer pain points online, DDP turned to BigCommerce and BundleB2B for its B2B needs. Leveraging the BundleB2B Acumatica Commerce Edition Connector, DDP could establish a seamless data flow between its eCommerce platform, BundleB2B, and ERP system to take care of end points not natively supported through its existing integrations.

Key Highlights



BUNDLEB2B – ACUMATICA COMMERCE EDITION CONNECTOR

Sync company data, company users, company addresses, orders, and shipments between Acumatica, BigCommerce, and BundleB2B.



CHECKOUT CUSTOMIZATIONS

Support additional customer fields such as patient number and allow for other tax and shipping customizations in the B2B checkout.



COMPANY ADDRESS BOOK MANAGEMENT

Manage the billing and shipping addresses through the company address book and control user access and configuration options.



WITH THE LAUNCH OF ITS NEW B2B WEBSITE ON BIGCOMMERCE WITH THE BUNDLEB2B ACUMATICA CONNECTOR, DDP NOW HAS A COMPLETE B2B ECOMMERCE SOLUTION THAT ALLOWS THE COMPANY TO FULFILL ITS SPECIFIC B2B BUSINESS AND ERP DATA FLOW REQUIREMENTS WHILE SOLVING FOR ITS CUSTOMER PAIN POINTS ONLINE.

Our Solution

DDP Medical Supply (DDP) can quickly onboard its clients online and maintain up-to-date information across all its systems using the BundleB2B - Acumatica Commerce Edition Connector. Using five different data flows, the company easily controls the data flow for company data, company users, company addresses, orders, and shipments based on its business requirements. Supporting bidirectional data flow, DDP can set sync flags for which information it wants to sync between Acumatica and BundleB2B to create companies, users, and addresses and maintain accurate data across both systems.

New companies created in BundleB2B or through the Trade Professional Application and approved by DDP will be synced to the Acumatica environment directly along with company users within the company and any new addresses created. DDP is also able to onboard its customers in Acumatica first and sync the data over to BundleB2B using the add-on connector. Order data from BigCommerce to Acumatica and shipment data from Acumatica to BigCommerce are also synced when DDP takes orders online.



WITH THE BUNDLEB2B – ACUMATICA COMMERCE EDITION CONNECTOR, DDP CAN EFFECTIVELY ESTABLISH THE COMPANY CONTACT RELATIONSHIP ACROSS ALL ITS SYSTEMS AND KEEP DATA IN SYNC THROUGH DIFFERENT TOUCHPOINTS.

The DDP team had specific address book requirements that they leveraged BundleB2B's address book management feature to handle. To fulfill DDP's special business requirements, BundleB2B created an API for this. Looking to sync billing address information from Acumatica to BundleB2B, the DDP team wanted to ensure users could not edit or change existing billing addresses or add in new billing addresses for the company as this need to be controlled by internal management. In the checkout, DDP wanted new shipping addresses to be automatically saved to the address book and the ability to add in additional custom fields to include patient ID and other related information. As many of its customers have negotiated pricing with the carriers they prefer to use instead, they also wanted tax and shipping to be determined offline instead of on the checkout page. To support DDP's various B2B requests and criteria, the BundleB2B team also assisted with other needed customizations and enhancements to align with the company's specialized requirements.

Leveraging many of BundleB2B's out-of-box features such as corporate account management to handle company contact relationships and manage hundreds of users and addresses under each company, DDP can easily facilitate B2B account management online. Paired with additional functionality including quick order pad, company address book management, and B2B checkout, DDP is fully equipped with all the tools it needs to grow its B2B business on the BigCommerce platform.



FOR MORE INFORMATION, VISIT

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