

60% Faster: How OSI Packaging Left DOS Behind with Epicor Prophet 21

Conveyance Solutions helped OSI Packaging swap a 30-year-old DOS system and paper-heavy workarounds for Epicor Prophet 21, delivering 60% faster workflows, accurate costs, and cloud-based flexibility their team can rely on.



KEY METRICS



60%

Faster Reconciliation Workflows



1600

Items Cleansed



100%

Operational Uptime during Severe Weather

“We have been so happy with the support that we’ve gotten with Conveyance. The continued support that we’ve received has surpassed what any of us expected. And if we have questions, y’all are there. We weren’t just left on our own to figure it out.”

Julie E. // Controller // OSI Packaging

CHALLENGE

OSI Packaging is a 15-person distributor serving the American South with packaging supplies, equipment, and field service. Significant growth during COVID exposed a critical issue: their 30-year-old DOS system could no longer keep up, and they needed a modern ERP partner who could help them upgrade without losing what they had built.

SOLUTIONS

By rolling out Epicor Prophet 21 as a single source of truth, Conveyance Solutions removed manual drop ship work, digitized consignment tracking, and trained OSI Packaging’s buyers on PORG so purchasing decisions were based on data, not gut feel. A dedicated post-go-live support channel ensured questions were answered in real time and the small team was never left on its own.



**P21
Implementation**



**P21 Maintenance
& Optimization**



P21 Training

RESULTS & IMPACT

1

Removing Manual Work with Process Automation

Converted a high-volume drop ship catalog into structured P21 items with proper drop ship disposition, eliminating manual description entry.

2

60% Faster Reconciliation Workflows

Consignment reconciliation cut from 4 hours to 90 minutes, with that time expected to decrease further as the team grows more familiar with the system.

3

Increased Paperwork Accuracy

Color-coded document formatting means drivers return the right paperwork every time, reducing rework and delays for the accounting team.



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