CARILLON® ERP

Promotional Products Industry

Manufacturers   Distributors   End-Customers

The Promotional Products Industry operates with uniquely complex supply chains and customer demands. Carillon ERP was purpose-built to address these specialized workflows — eliminating redundant data entry,automating supplier coordination,and providing real-time visibility across the entire order lifecycle.

Industry Challenges

Drop Shipping & Non-Inventory COGS

Distributors frequently never take physical possession of goods. Items are drop-shipped directly from manufacturers to end clients. Carillon records Cost of Goods Sold by line item — even when inventory is never received.

Multi-Supplier Coordination

A single product often involves multiple suppliers. For example,garments purchased from one supplier may be sent to another for embroidery before final shipment. Carillon automatically generates multiple purchase orders (one per supplier) for each line item — no manual entry required.

Artwork Management & Version Control

Each item may have several artwork components (front, back, sleeve, etc.). Carillon includes a secure artwork repository with versioning,check-in/check-out,and approval workflows. Customers and sales reps can review, approve, or upload artwork directly through integrated portals.

Automated Purchasing

Purchase orders are automatically created from sales orders, eliminating manual duplication. Change orders are issued automatically when sales orders are modified.

Complex Commissions

Full support for tiered, split, or retained commission structures — essential for multi-rep or agency sales models.

Industry Identifiers

Native support for ASI numbers alongside internal item IDs for seamless integration with industry standards.

Multiple Ship-To Locations

Carillon supports multiple ship-to locations per sales order line item. No need to create separate orders when shipping to hundreds of branch offices or franchisees.

Notes Visibility

Tracking notes and follow-up tasks by order and user is a critical need for distributors. It ensures clear communication, accountability, and seamless execution from quote to delivery.

Carillon ERP Solutions

Carillon ERP is fully optimized and field-proven for the promotional products industry, delivering true end-to-end automation.

Customer Portal

- View order history and artwork proofs
- Approve or upload artwork
- Access invoices and shipping details
- Place orders through a fully integrated e-commerce shopping cart

Salesperson Portal

- Access full client order history
- Approve artwork on behalf of customers
- Send and receive artwork files
- Retrieve invoices instantly
- Enter and track sales orders
- View complete artwork repository by customer

Vendor / Supplier Portal

- Retrieve purchase orders and change orders
- View payment status
- Record anticipated ship dates
- Upload shipping confirmations

Operational Efficiency

- Automatic PO generation directly from sales orders
- Synchronized invoicing and voucher creation upon final shipment
- Artwork storage on-premises or in Azure Blob Storage with Microsoft AI Document Intelligence and Carillon Document Intelligence (CDI)
- Versioning with check-in/check-out change management
- Support for all common artwork file formats
- Extensive notes at both header and line-item levels for POs and SOs
- Multiple key dates per line item (Requested, Do Not Ship Before, Special Event, Promise, Ordered,Approved)
- Sophisticated pricing algorithms,including quantity breaks
- Dynamic on-the-fly creation of items,customers,ship-to locations,and contacts (CRM-integrated)
- Robust credit checking and approval workflows
- Sample tracking and shipping
- Complex sales tax management via Avalara integration

All-Inclusive Licensing

One license. Unlimited users.

Whether deployed on-premises or SaaS,Carillon ERP includes every capability described above — with no per-module fees and no third-party dependencies (except Microsoft,if you consider them one).When performance matters,there's no finger-pointing — only results.

Visit:

www.CarillonERP.com

or call us at 800.739.9933 for
more information today!

Carillon ERP

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