

CUSTOMER STORY · ACUMATICA EDI

LCG Foods Automates Retail EDI in Acumatica with Arcus

LCG Foods connected its Acumatica Cloud ERP to Farm Boy, Whole Foods Market, Sobeys, Nature's Emporium and Costco.ca with Arcus for Acumatica, fully managed cloud EDI from CONTAX. Arcus now processes almost 2,000 EDI documents a month for LCG Foods, and new retailers are added without LCG Foods running any EDI software.

~2,000

EDI documents a month

5

Retail partners connected

35x

Growth in monthly EDI volume

The Customer

LCG Foods distributes health-conscious and specialty food products to grocery and retail customers across Canada from its base in Markham, Ontario. In late 2025 the company moved its operations onto Acumatica Cloud ERP with CONTAX as its Acumatica partner. Its major retail customers require suppliers to trade by EDI.

The Challenge

Large retailers expect purchase orders and invoices to move electronically, on time and in exactly the format each one specifies, down to how a bottle deposit appears on an invoice line.

LCG Foods wanted EDI that worked inside Acumatica, not a separate system to re-key orders from or a portal to log into. It did not want to hire EDI specialists or buy and maintain EDI software. And because Acumatica was new to the business, the EDI solution had to fit the way LCG Foods was setting up its ERP from day one.

At a Glance

Customer	LCG Foods, Markham, Ontario
Industry	Food and beverage distribution
ERP	Acumatica Cloud ERP
Solution	Arcus for Acumatica, fully managed cloud EDI
Integration	Contract-based REST API, Arcus endpoint, webhooks
Documents	In: 850s, drop-ship orders. Out: 855s, 810s, 856 advance ship notices
Live since	February 2026

Adding Retailers as LCG Foods Grows

With the Acumatica integration in place, each new retailer is a mapping and testing exercise for CONTAX, not a new project for LCG Foods. That includes partner-specific requirements, such as unit deposits on Sobeys invoice lines and Costco.ca drop-ship orders through Rithum (CommerceHub).

"We needed EDI that worked inside Acumatica from day one. CONTAX takes care of every new retailer and every issue, so our team stays focused on our customers instead of on EDI."

Paul Yip

Owner and Founder, LCG Foods

The Solution

LCG Foods chose Arcus for Acumatica, CONTAX's managed EDI service built for Acumatica Cloud ERP. CONTAX set up dedicated development and production Arcus environments and connected them to LCG Foods' Acumatica instance through Acumatica's contract-based REST API and a dedicated Arcus endpoint.

Orders in

850 purchase orders from each retailer arrive in Acumatica as sales orders, with no re-keying.

Customer price validation

Turned on customer by customer. Arcus compares each order line with the customer's expected price in Acumatica and flags mismatches for review.

Invoices out

Acumatica transfers invoice data to Arcus through its API, and Arcus delivers the 810 in each partner's format.

EDI details inside Acumatica

An Arcus tab on the sales order and invoice screens, so LCG Foods' team works entirely in its ERP.

Retailer-specific rules

For Sobeys, a custom unit deposit field carries bottle deposits onto each invoice line. Nature's Emporium gets 856s with multi-level packing.

Fully managed

CONTAX maps each partner, coordinates testing, monitors every transaction and resolves errors, including on the Acumatica side.

The Results

- ✓ Five retail partners, from Farm Boy to Costco.ca, on one managed connection to Acumatica
- ✓ For customers with price validation turned on, pricing errors are caught as orders arrive, before they are fulfilled
- ✓ Monthly EDI volume grew from 57 documents in February 2026 to 1,987 in September 2026, with orders flowing into Acumatica automatically

What's Next

LCG Foods is extending Arcus to its supplier side.

Supplier automation

Purchase orders created in Acumatica go out to suppliers as 850s. Inbound 856s create purchase receipts with lot numbers, and inbound 810s create AP bills matched line by line to those receipts, using new Arcus web service chaining available to every Arcus for Acumatica customer.

About Arcus for Acumatica

Arcus is a fully managed cloud EDI service from CONTAX for Acumatica and SAP customers in North America. CONTAX handles partner setup, mapping, testing, monitoring and error resolution.

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