

July 2024



## How Spread the Love invoices customers **12x faster** with DossARP



# Techniques used to help Spread the Love not be spread so thin

1. End-to-end Wholesale Order Processing
2. Integration with 3PL WMS for Orders and Inventory
3. Invoice Reconciliation automated with Doss Workflows

When I started, there were no processes.

We were just way too small to justify some of these tools. Over time, we've found patchwork solutions, but I used to have to create every invoice in QuickBooks manually, on top of doing sales orders for that, too.

Doss finally provided a **comprehensive and efficient system** to manage our operations.

Eloy Yndigoyen, CFO / Head of eCommerce

## Background

Since 2013, Spread the Love (STL) has been producing high-quality, natural peanut butter. After cracking open key distribution partnerships and landing major wholesale customers – **growth took off**.

This is exactly what the founders, Valerie and Zach, had been working toward for years. However they started running into a new set of problems. The rapid increase in demand meant their operations were more *crunchy* than were *buttery-smooth*.

Too much time manually processing orders, copy-pasting inventory data, and looking across systems to determine invoice statuses.

In a nutshell, there were data AND process challenges.

Eloy Yndigoyen, CFO and Head of eCommerce, set out to fix both.



# We constructed Workflows for...

## Order Management

Speeding up order receipting and processing from STL's wholesale accounts.

## 3PL Integration

Connecting STL's order entry with their 3PL WMS (Extensiv) to eliminate duplicate data entry and the need to constantly check inventory levels for re-stocking thresholds.

## Automated Invoicing and Payment

Upon order fulfillment, automatically draft an invoice, apply customer specific pricing, generate payment links, issue PDFs, and close the invoice when paid.

With our 3PL integration, inventory is recognized accurately and in real-time. If we send 40 packs and 36 packs, the system correctly tracks the total count of jars while maintaining the integrity of each pack as its own SKU. **This [Doss] has greatly improved our inventory management and efficiency.**

Zach Fishbain, Co-Founder and CEO

# End-to-end Wholesale Order Processing

With a few clicks, Eloy and his team are able to:

- Receive an order from a wholesale customer via email and identify their shipping location
- Select line items from their product catalog
- Push all of this to their 3PL Warehouse Management System via API with Workflows
- Automatically generate and send invoices with integrated payment links for seamless transactions

Previous workflows involved copy-pasting data from three different locations in Sharepoint, Outlook, and Extensiv's 3PL Central.

## The Result?

With Doss, their order processing time went down 12x.

*From 5 hours to 25 minutes per week*



Home / Sales Order

Sales Order

Customer Payment Terms  
NET30

Order Instructions

#	Product Code *	Product Name *	UPC *	Default Price (\$) *	Qty to
1	AC88160Z	Almond Cashew Butter		62	

+ Add Record

Sales Order Info

Sales Order URL

Internal Notes

Internal Order Status \*  
Open

Transit Status \*  
Pending

Sync to Extensiv?

Mark Extensiv Order as "Open"

5

# Integrate with 3PL WMS for Orders and Inventory

## Push Orders in 3PL WMS

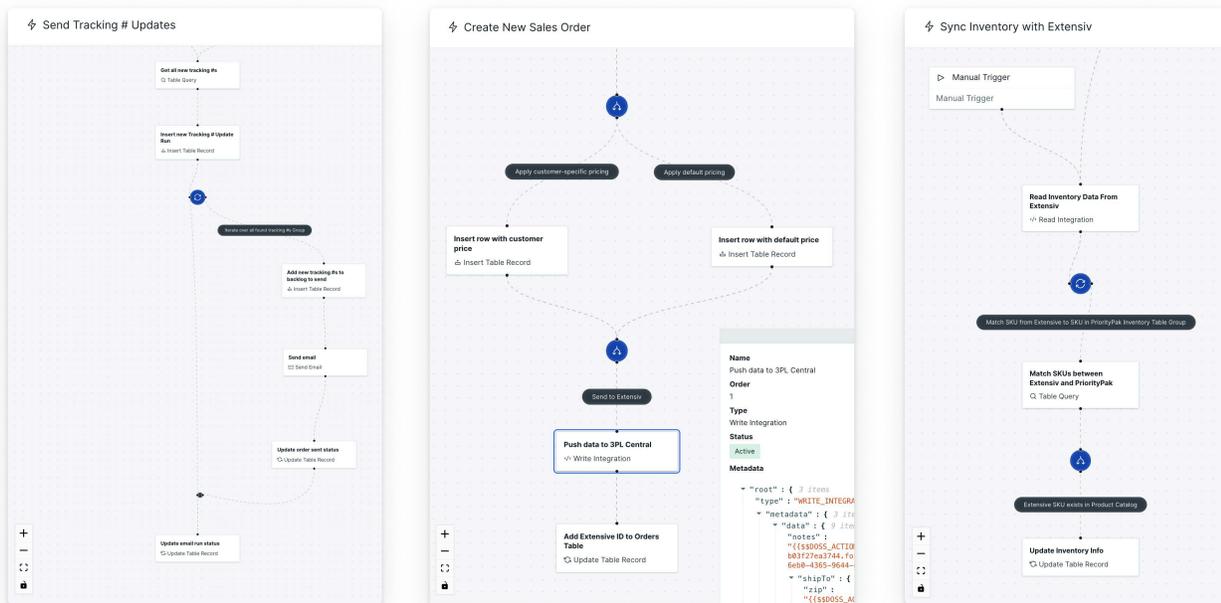
Our integration with Extensiv allows the STL team to enter a sales order in Doss and have it appear in their 3PL's WMS without any manual copy-pasting.

## Real-time Inventory Sync

Orders aren't all our Extensiv workflows can do. STL needed better visibility into inventory at their 3PL, being able to be notified when stock levels drop below the re-order threshold.

## Automated Tracking # Updates

Members of the STL team were manually emailing their wholesale customers a tracking link whenever their 3PL would dispatch an order. Now it's hands-free in Doss.



# Invoice Reconciliation Automated with Doss Workflows

Spread the Love's goals were clear: ensure invoices are CORRECT and paid FAST.

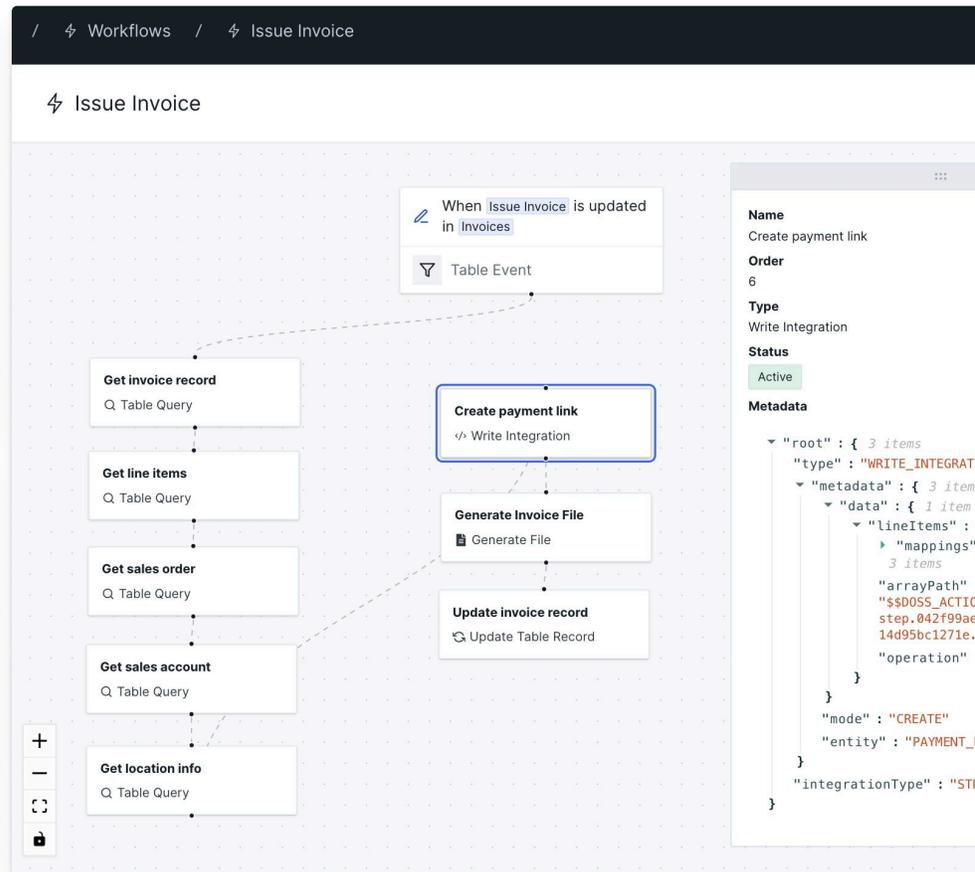
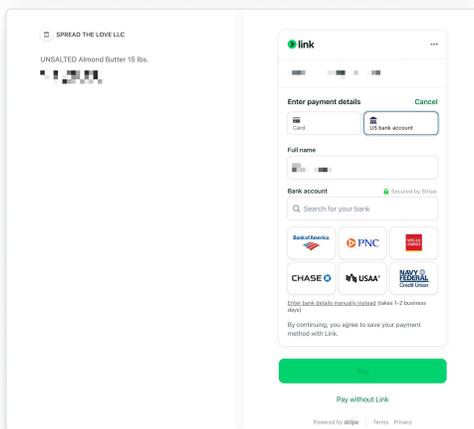
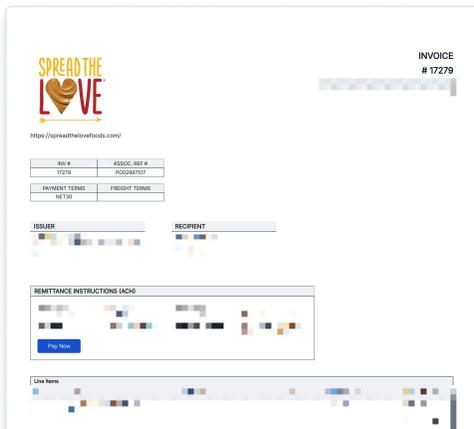
Our team helped configure custom invoices and Workflows that eliminated data entry error and made it easier for their customers to pay them.

## Detailed Line Item Data

Including SKU, UPC, Pack, and Unit sizing, along with automated calculations for prices and quantities.

## Embedded Payment Links

Invoices are meant to be paid. Our partnership with Stripe provides out-of-the-box integrated payments in all Invoices created in Doss. And of course, all transactions, whether ACH or Credit Card, sync back into DossERP without manual intervention.



We're growing methodically. **Doss has been crucial in helping us manage our growth** without compromising on efficiency or accuracy.

Eloy Yndigoyen, CFO / Head of eCommerce

## What's next?

Spread the Love continues to expand its product line of nut butters and artisan jams while giving back to local communities through its scholarship program for continued education. Read more about company [here](#).

Find them in person at your local grocery, gym, and retailers. Or go pick up a case online at [www.spreadthelovefoods.com](http://www.spreadthelovefoods.com).

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