How Kahawa 1893 processes orders **30x faster** with Doss

These are the 3 techniques helping speed up Kahawa's processes

1. **Eliminate Human Error** in Order Forms
2. **Automatically Generate PDFs** and Email to Vendors
3. **Handle Customer Exceptions** with Automations

I love seeing the overall state of our business in a single location. **Doss is our source of truth for just about everything.**

Corey Stary, VP Revenue & Operations

Since we met the Kahawa team in late 2023, *every month has been a record month*

This is an incredibly awesome problem to have.

Kahawa 1893 founder–CEO Margaret Nyamumbo, a coffee aficionado and Harvard Business School graduate, would agree.

Her longtime business partner, and Kahawa's VP of Revenue & Operations, Corey Stary agrees too; just with a few more caveats.

Across a mountain of spreadsheets, Corey and team had constructed functional inventory management systems, procurement processes, issuance of freight quotes, invoicing, and more. But they were growing too fast for their team to keep up. They needed to cut down the time it took to process orders without introducing data entry errors.

> *As we scaled our business and took on more customers, we faced unprecedented complexity — more SKUs, more manufacturing partners, more logistical considerations.*
>
> *We faced pressure to fill increasingly large orders more quickly than we ever had. We needed to get our house in order, and* **Doss was the answer**. *I no longer sweat when I get a big Purchase Order!*
>
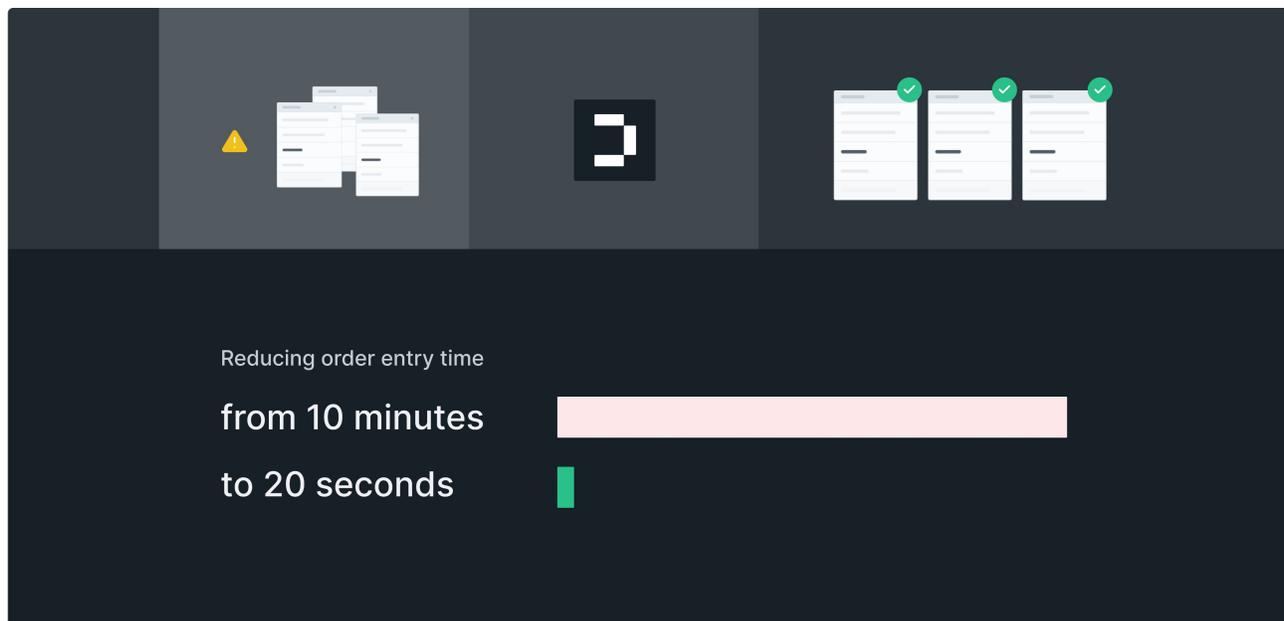> **Corey Stary, VP Revenue & Operations**

Our teams quickly constructed multiple Workflows in Doss that addressed their core needs.

- **Receive orders** from Kahawa's wholesale accounts
- **Process orders** to either pull from stock held by their vendors or issue work orders for direct fulfillment
- **Transfer stock** between their various stock-holding locations
- **Provide SKU-variant pricing** with cost-flow-through to POS

What was the result?
The time it took to process one order dropped from about **10 minutes to 20 seconds.**

That's 30x faster

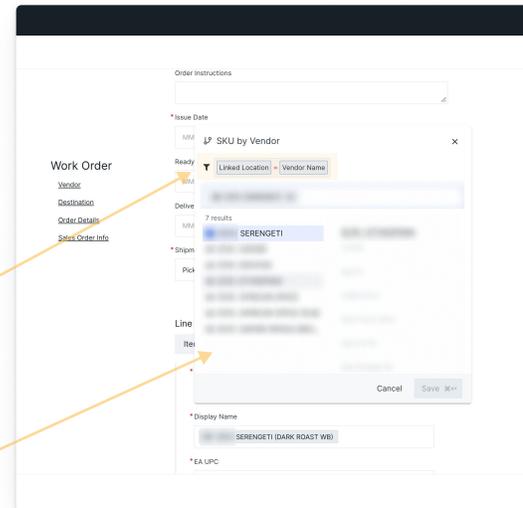Reducing order entry time

from 10 minutes

to 20 seconds

How Kahawa is Leveraging ◳doss

Speed and Accuracy in Forms

This is a custom Work Order form that performs a Lookup on a table called "SKU by Vendor" that Kahawa uses to manage the price book for their various customers and suppliers.

Also note that there is a filter applied to this lookup which defines that *Linked Location = Vendor Name*

The options will be limited to only show SKUs specific to the vendor selected earlier in the Work Order.

*As the business grew and we took on more headcount, I knew I needed a way to delegate operational work. This is a larger challenge than one might think. **A single error could cost thousands of dollars**, or worse, a relationship with a client.*

*We were able to build guardrails into Doss to mitigate the risk of human error. To date, **we've maintained our 100% accuracy rate on order fulfillment** and patched up issues with forecasting consumption of unfinished goods.*
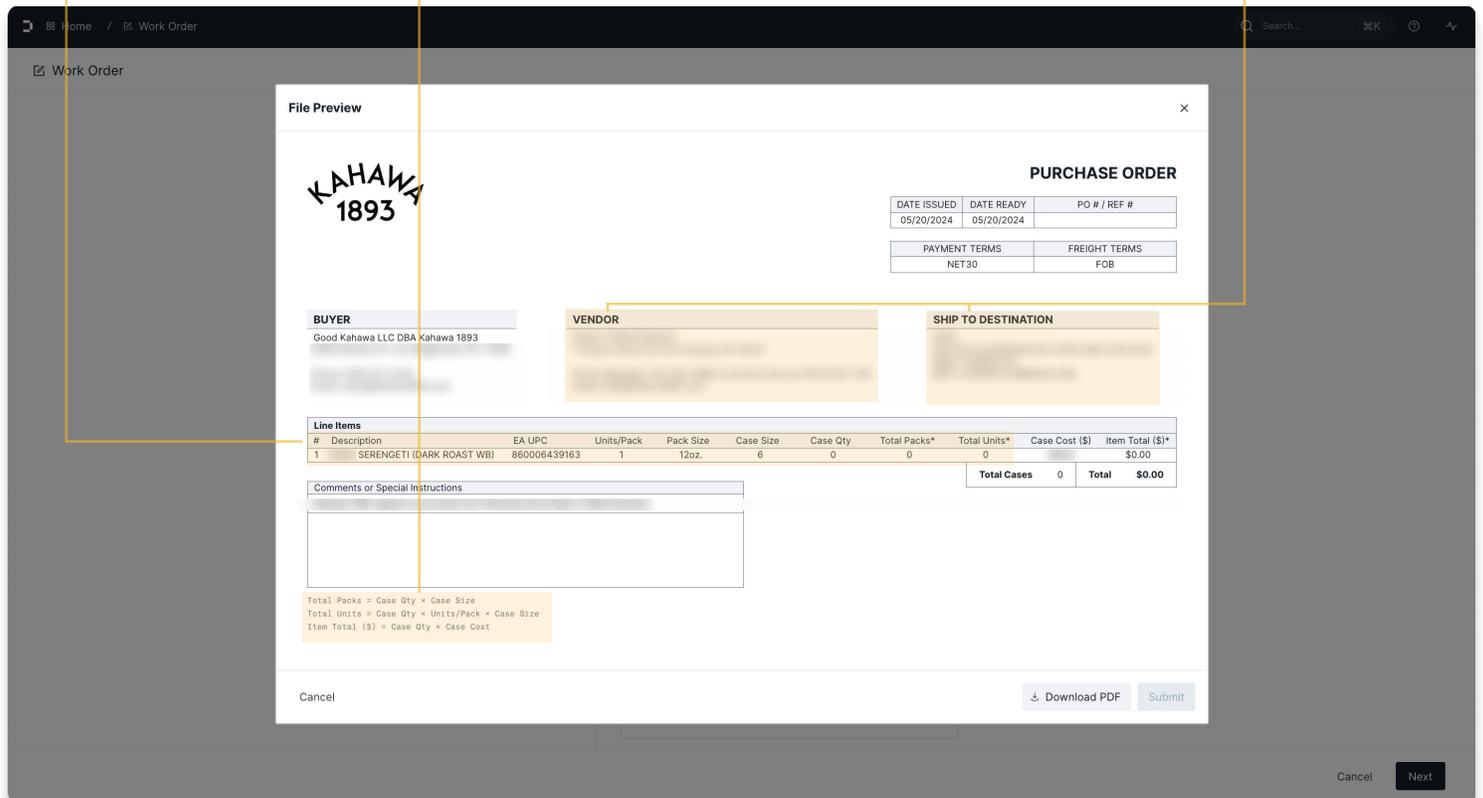
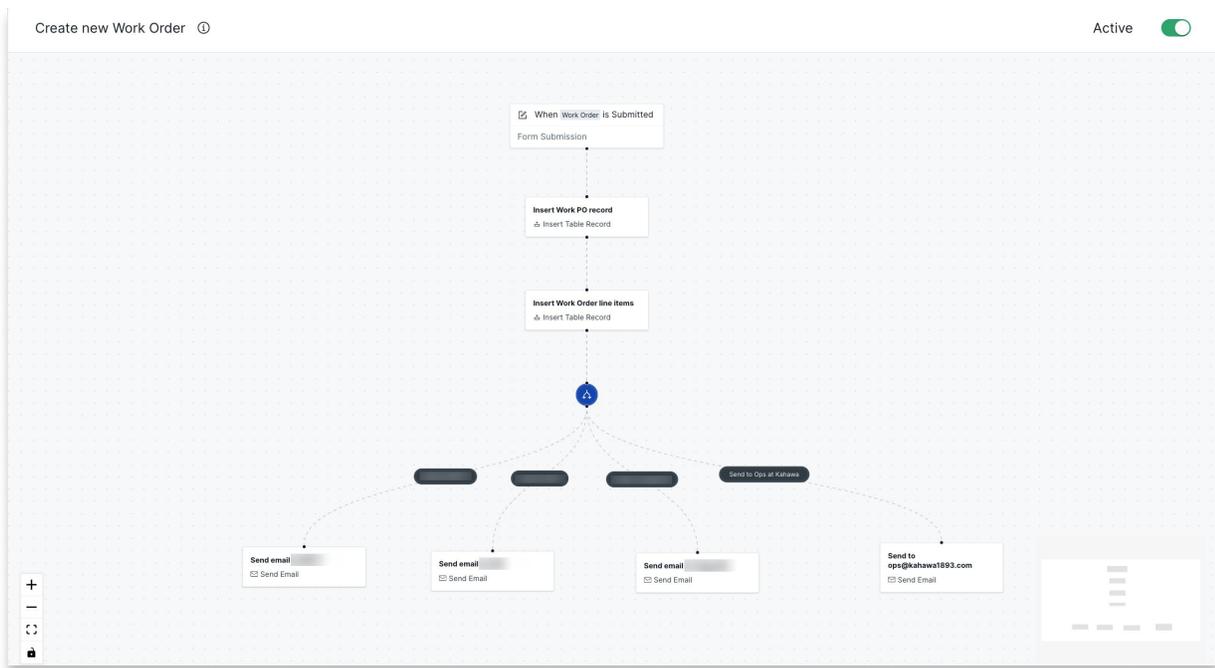**Corey Stary, VP Revenue & Operations**

Processing orders and generating PDFs

In Doss, you can use Forms to generate PDF documents or XLSX files. In this case, the Kahawa team needed to fill out a Work Order and generate a PDF which could be issued to their suppliers.

Starting from a basic Purchase Order template, they were able to use Doss to customize a document to include:

- A separate shipping destination from their vendor address
- Line item data for a SKUs UPC, Pack and Unit sizing
- Formulas for computing prices and quantities

Automation with exception handling

We asked Corey about how he would normally issue the orders across their network of vendors and fulfillment partners.

Unsurprisingly, **it depends.**

This is the reality of running a business that operates in the physical world.

It's a struggle to fully characterize and model the nuance of any one process, let alone all of them together with their complex interdependencies.

We constructed Workflows for...

1. Each of the types of orders
    a. Stock Orders, Work Orders (see above), Pallet Instructions

2. Automate creating and updating Purchase Orders data

3. To issue to the correct *counter-party,* in the correct *PDF format,* with the correct *attachments*

Accurate inventory management for food products in particular is critical — businesses thrive or suffer based on their ability to get this part right.

We now track inventory of both finished and unfinished goods across numerous locations throughout the US. Additionally, we're building out invoicing, freight, product spec, and demand planning-related workflows in Doss that replace a fragile network of systems (and spreadsheets) that don't interact.

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What's next?

The Kahawa team is just getting started. They're launching office coffee services, ready-to-drink cans, a Keurig Pods partnership and more.

Read more about <u>Kahawa 1893 here</u>. If you're a coffee fan, you can find them in many retailers across the US or buy directly from <u>www.kahawa1893.com</u>.

⊐ doss

Built for the Real World.