CCRQInvoice

By CCRSoftware

We are very pleased with CCRQInvoice. It has made processing invoices in our warehouse much more efficient and fewer mistakes are being made.

Lauren Rice
Admin. Assistant
HotShots, Inc.

Customer Profile

HotShots, Inc. is a wholesale distributor of hot sauces. They import products from all over the world from hundreds of manufacturers and distribute the products through wholesale channels including stores, restaurants and other distributors worldwide.

Business Challenge

HotShots markets itself as the "same-day" shipping company. As their business grew they found that they were unable to fulfill many orders in the same day as they were placed, due to their inefficient method of order fulfillment. With over 1000 products in the warehouse it was difficult to pick orders, as the items were listed in the order in a random sequence. There would be additional delays in filling out customs forms for international shipments, and in calculating weights to determine the best shipping method.
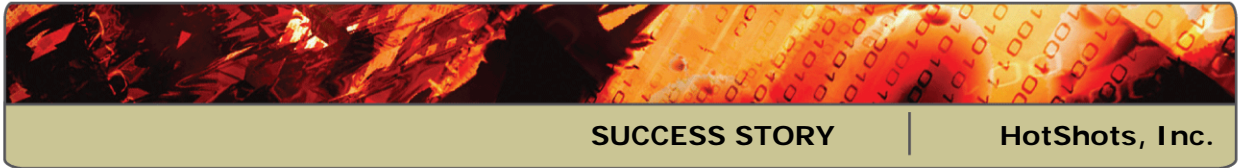
Solution Overview

QuickBooks Enterprise was already in place for taking orders and managing inventory. CCRQInvoice was added to do additional processing of the sales orders and invoices entered in QuickBooks. The program sorted invoices by product ID for easier picking of orders, totaled the weight of the items to assist with determining the best shipping method, and totaled the number of items on the order to assist in the completion of customs forms for international shipments.

Business Benefits

Prior to implementing CCRQInvoice, the maximum number of orders that could be shipped in a single day was around 100. With CCRQInvoice in place, HotShots has been able to double the number of orders shipped per day. The average time to process a typical order has dropped from 20-30 minutes down to 10 minutes or less.

HotShots, Inc. is a wholesale distributor of hot sauces and other fiery food products. They carry over 1000 different products such as *Global Warming Habanero Hot Sauce* and *Blair's Pure Death Hot Sauce with Jolokia*. They import products from all over the world and distribute the products through wholesale channels including stores, restaurants and other distributors worldwide. They have been in business for over 13 years.

Marketed as a "same-day shipping" company, as the business grew they found that they were unable to fulfill many orders in the same day as they were placed. Delays came in three significant areas:

1. An order can contain as many as a hundred different inventory items. The warehouse is organized by Item ID, but the pick list for an order would list the items in random order. Picking orders was a very inefficient and time-consuming process.
2. The total weight of an order would determine which shipping method could be used, and that would affect the amount quoted to the customer. Weight can be predicted based on the weight of the individual items, but order takers would have to manually calculate the order weight. This was a slow and potentially mistake-prone process.
3. International orders would require a customs document, and an important part of that document is an accurate count of the items in the order. Again, a manual counting process.

To be able to maintain their "same-day shipping" promise to customers, they had to make their fulfillment process more streamlined. The inventory was already established in QuickBooks Enterprise, and sales orders were already being entered, so the basic process was established. The problem came as their business volume expanded. HotShots found that they hit their limit at about 100 orders a day.

CCRQInvoice works closely with QuickBooks, and does not require a business to change to a different inventory or order entry system. By adding CCRQInvoice to their QuickBooks Enterprise system HotShots was able to cut the average time of processing an order from around 20 to 30 minutes down to 10 minutes or less, dramatically increasing the efficiency of the process.

CCRQInvoice helped by:

1. Sorting sales orders by item field, making the picking process more efficient.
2. Totaling the estimated weight of the order so that accurate decisions on shipping could be made.
3. Totaling the quantity of items on an order to support customs documentation.

CCRQInvoice helped HotShots double the number of orders that could be processed in a day, with a higher degree of accuracy, while still working within their existing QuickBooks framework.

> We were getting things done before CCRQInvoice, but it was taking almost twice as long to fulfill an order and we were making numerous mistakes. CCRQInvoice makes our warehouse function more accurately and efficiently.
>
> **Lauren Rice**
> **Administrative Assistant**
> **HotShots, Inc.**

FOR MORE INFORMATION VISIT:

CCRSoftware
www.ccrsoftware.com

Quick Books
www.quickbooks.com

Our product and QuickBooks Financial Software work together to help simplify your business management. QuickBooks 2008 Financial Software helps you get more done faster, with a new Home page, simplified Customer and Vendor Centers, and sophisticated business planning tools.

QuickBooks and the QuickBooks logo are trademarks of Intuit Inc., displayed with permission.