# Bella Viva Orchards goes with HandiFox to minimize shipping errors and maximize fulfillment personnel productivity

Owned and operated by the Martino family (Victor and Angela) since 1988



Grow, harvest, produce, and sell dried fruit of the highest quality nationwide

Certified Organic Fruit Grower Certified Organic Fruit Dry Yard



#### **Case Studies**





# Background: Bella Viva Orchards

Growing or promity farm, Victor always had a dried fr soft sp it and occasionally dried and which for personal use, which a certo by the time he got manied gave his wife int selling. They named the comp idea to st after their addenters, Bere and Vivian-who from an early age contributed to parents' life's wo artino family, Victor and ave been developing and honing Angel dehvaration technology since their pr the late 80s and ended to leading the production of natural solutive-free dried truits selling the products nationwide.



#### **Case Studies**



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Growing the fruit that we dry and market enables us to have complete control over the fruit quality from the initial growing phase on through the final packaging and delivery.

> Elliot Gage, Technical Solutions Consultant at Bella Viva Orchards



## The challenge

For 3 years their internet sales channel sales kept growing significantly through consistent delivery of their high-quality product to new and existing customers. At the time, they were managing their internet retail inventory with QuickBooks Enterprise, while doing manual counts on inventory sheets. Somewhere along the line, the owners' concerns about order fulfillment/shipping errors started growing.





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We needed a way to send the right products to the right customers in a fool-proof way. Our old system involved checking off hard copy pick slips then generating packing slips/invoices and labels with a shipping/accounting integration solution from Webgility. Minimizing shipping errors was key as well as increasing our fulfillment personnel productivity

> Elliot Gage, Technical Solutions Consultant at Bella Viva Orchards



### The solution

HandiFox tied into Bella Viva's existing fulfillment processes perfectly. The company would go with with Webgility for taking orders from the website and sending them over to QuickBooks Desktop - that's where HandiFix would step in.

- \* The orders now can be picked and packed, in batches if necessary, using a handheld device with barcoding scanning. Every single order is checked twice which ensures the right items get to the right customer.
- It took the company one month to transition to HandiFox. The warehouse personnel emphasizes that the software is very easy to use.



#### **Case Studies**



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We had explored options in the past that would have required significant rework of our accounting backend with a significant dollar investment as well. Handifox was selected because it fit our current operations, we didn't have to alter our procedures much; the flow just worked

> Elliot Gage, Technical Solutions Consultant at Bella Viva Orchards





## Key benefits

Automating inventory auditing, order fulfillment/shipping Using barcode scanning for speed and as an extra layer of validation



Updating quantities takes seconds as opposed to manual lookup and entry on an inventory sheet Smooth work in trio with QuickBooks Desktop and Webgility, no need to uproot current processes



## What's next for Bella Viva Orchards?

Bella Viva Orchards are proud to run a sustainable business and be putting healthier choices on shelves. To continue expanding and making their superb product to a wider market, they stay committed to continuous process improvement for quality, quantity, and process efficiency.



**Case Studies** 





## Are you looking to revamp you inventory control and order fulfillment processes?

Bella Viva Orchards is one of the hundreds of the HandiFox users that got rid of operational inefficiencies by automating their inventory and sales processes.

Take a free trial





#### A handifox.com

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