

# Electronic orders, delivery notes, and invoices: The Libomi Success Story



30+ years of experience



High-quality frozen and refrigerated products

## The starting point

Libomi is a company dedicated to the distribution, commercialization, and processing of frozen and refrigerated foods, focusing on high-quality products at competitive prices. With a track record of more than 30 years, in 2013 they decided to enter the Dominican Republic market, partnering with several hotel chains they were already working with in other Latin American countries.

Upon entering the country, the entire supply process (from ordering, through the delivery note, invoice, reconciliation of all documents, and subsequent payment collection) was done manually and with paper documents. A delivery note could take up to three days to reach the administrative team for reconciliation and subsequent accounting.

This process often led to discrepancies and errors, and the manual work for Libomi's administrative team was very tedious. And it didn't end there, at the end of the period, when issuing invoices, there were still discrepancies and differences to resolve with buyers.

When RIU Hotels & Resorts, one of their most important clients, began a digitalization process and invited all their suppliers to join, Libomi decided to participate and automate its relationship with the hotel chain, partnering with Voxel, an Amadeus company.

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## The solution

Alongside RIU's digitalization process, Libomi digitized the reception of orders and the issuance of invoices with Bavel Procurement, Voxel's solution for the supply chain. Thanks to great collaboration between the teams at Libomi, Voxel, and RIU Hotels & Resorts, the food supplier can now communicate in real time with the hotel chain, from the catalog to order reception and invoice issuance.

RIU Hotels & Resorts issues an electronic order to Libomi, who receives it and automatically knows whether they can fulfill it, without needing to physically check the warehouse. At the time of delivery, **an electronic self-delivery note is generated**, indicating the goods actually delivered and any issues with the original order. With this information, Libomi can issue an error-free electronic invoice at the end of the period. Finally, the reconciliation of order, delivery note, and invoice is done automatically.

## The outcome

For José Felipe Fidalgo, Manager at Libomi, this digitized workflow brings **multiple benefits**: **elimination of paperwork and physical documents** that can be lost or damaged; **faster decision-making** thanks to real-time information and data; and **greater control and management of inventories**, which leads to a better relationship with clients since you can serve them at any time.

Libomi also enjoys **fiscal benefits with respect to the General Directorate of Internal Taxes (DGII)**. The self-delivery note transaction provides significant operational information and value, making it easier to send accurate, error-free documents to the public administration at the end of the fiscal year, without the need to issue credit notes afterward.

*“Currently, there is a great opportunity for digitalization in the Dominican Republic, and partners like Voxel can contribute a lot to the country”, reflected Fidalgo.*

Finally, Libomi is working together with Voxel to replicate this model with other hotel chains they work with in the country.



**Processing time reduced: from 3 days to just a few hours**



**Faster decision-making**



**Greater inventory control**



**Regulatory compliance with the DGII**