

# LILY'S SWEETS TESTIMONIAL - VIDEO TRANSCRIPT

## SYNOPSIS

**Lily's Sweets** is changing the world of chocolate and consumers are loving their products. This popularity has attracted national retailers and grocers, and Lily's business is booming. One would expect some growing pains, but this isn't the case for Lily's. All they needed was the right help. Lily's teamed with SPS Commerce for EDI to easily process orders and integrate with QuickBooks.

## FEATURING



### MELISSA STRINGER

Senior Manager of Customer Operations  
Lily's Sweets

### TORI ARTHOFER

Customer Service Coordinator  
Lily's Sweets

**"SPS Commerce has really helped us to achieve double-digit growth in a short period of time."**

- Melissa Stringer

## TRANSCRIPT

**Melissa:** Hey everybody, we're video conferencing with SPS Commerce today about Lily's Sweets here in Boulder, Colorado. A little bit different than I think we would do a normal video like this, but in these uncertain times, this is how we're social distancing. Let me tell you a little bit about my experience with SPS Commerce.

Lily's Sweets is a line of naturally sweet, no sugar added confections and candies with less than one gram of sugar per serving. Just in the past two years, we've had significant growth, launching into all the national retailers, and having partners like SPS Commerce has really helped us to achieve that double-digit growth in a short period of time.

**Tori:** Lily's is a fast-growing company, and we've been experiencing a lot of customers that need to be onboarded efficiently and timely.

**Melissa:** For us to bring on a new retailer takes anywhere from one day to four weeks, I would say. It just depends on the retailer. You can import an order into QuickBooks in three minutes, it's very fast. Having that automation and being able to do it, just a couple of times a day is great for us.

**Tori:** Without SPS, my day would be pretty crazy. It would be me sitting at my desk, manually entering in orders throughout the hour. SPS makes my job so much easier. Knowing the status of an order is very easy, and SPS helps with me having that visibility of seeing every step of the order. I know exactly where it is, if it's at the warehouse, if it's still in our system needing to be processed. The best thing about SPS Commerce is the teams that are set up for us.

The support team and the implementation team work so well, and they respond so timely, that I'm able to get my questions answered within a day.

**Melissa:** We really like consider them to be part of our team. We wouldn't be able to move as quickly as we can and grow our business double, triple, each year, if we didn't have SPS Commerce helping to make sure that all of these new customers are onboarded properly, their orders go out properly. If we didn't have SPS, we would have to have 20 people on my team.

SPS is a game changer. It saves our company tons of time and makes tons of resource available to do bigger and better projects. Thanks so much SPS Commerce for having me in the studio today, and for giving us the opportunity to still do this video in these crazy uncertain times.



SPS COMMERCE

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