

The Business Case For Integrated Delivery

How integrating delivery execution with your ERP turns the last mile from a cost center into a competitive advantage

For LBM dealers, delivery is the moment a customer's promise is kept or broken. Yet most dealers still run this critical last mile on paper manifests, disconnected apps, and phone calls, while the system of record—the ERP—sits one step removed from what's happening on the truck. That distance between the truck and the ERP is where the money leaks out. Such as in disputes, delayed billing, and wasted dispatcher time. The business case below outlines why closing that distance, by fully integrating delivery execution with your ERP, is one of the highest-leverage operational investments a dealer can make.

PROBLEM

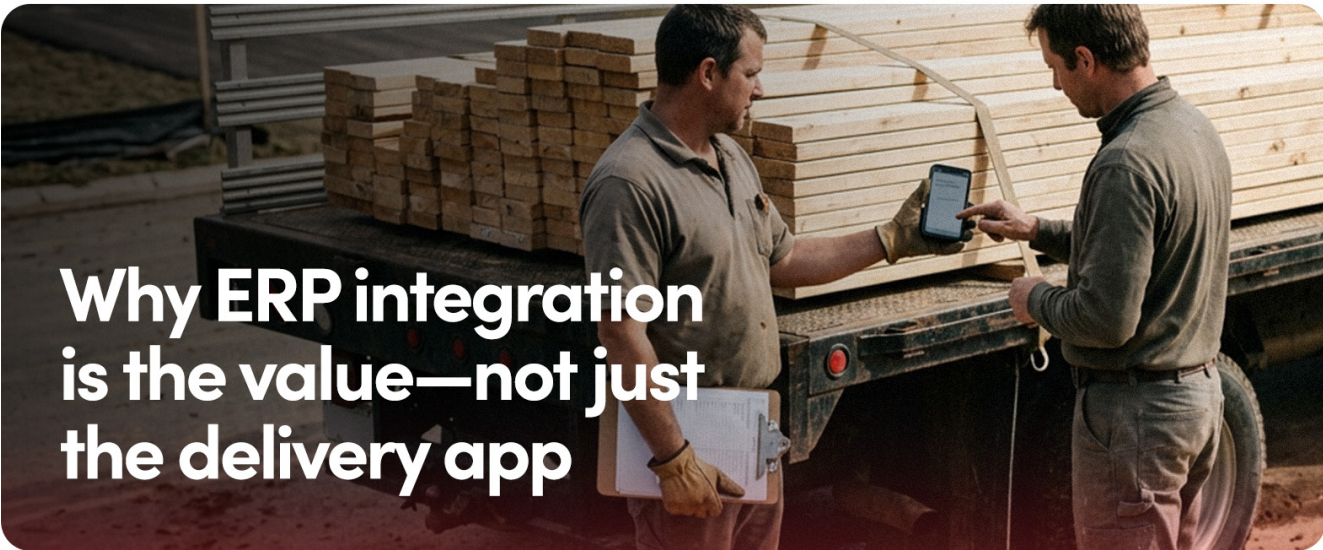
Disconnected delivery

- Missed deliveries and incomplete proof of delivery trigger disputes that erode margin.
- Without real-time truck and delivery visibility, dispatchers manage blind and field constant “where’s my order?” calls.
- Paper manifests and disconnected ERP apps cost drivers time and cause errors.
- Billing waits for signatures and photos to reach the office, slowing invoicing and cash flow.

SOLUTION

Delivery integrated with ERP

- Create delivery manifests in the system teams already use.
- Send routes to drivers’ phones in one click through a mobile app built for the field.
- Capture photos, signatures, GPS location, and notes at delivery sites even in rural areas or dead zones.
- Capture proof offline, then sync it to the ERP when the signal returns.



Why ERP integration is the value—not just the delivery app

Standalone delivery apps can capture a signature. What they can't do is eliminate the reconciliation work between the truck and the books. When delivery execution is truly integrated with the ERP, delivery proof, GPS data, and timestamps land directly in the same system that drives invoicing, inventory, and customer records, with no double entry, no exported files, and no workaround tools for dispatch or accounting to maintain.

That single-system design is what converts faster field capture into faster billing, fewer disputes, and a dispatch team that can trust what it sees on screen.



**Faster
invoicing**

Proof of delivery
lands the moment the
driver leaves the site.



**Fewer
disputes**

Captures photos,
signatures, GPS,
and notes per stop.



**Zero new
systems**

Dispatchers stay in
the ERP; nothing else
to learn.



**100% offline
capability**

Full operational
functionality with no
cell signal.



Recommendation

For dealers running delivery on a system that's disconnected from their ERP, or with no formal delivery system at all, this is exactly the gap Spruce Mobile Delivery, powered by JumpTrack, is built to close. Integrated directly with Spruce ERP, it brings delivery execution into Spruce itself, so manifests, proof of delivery, and billing all run through one connected system.

Dispatchers keep working in Spruce exactly as they do today, drivers get a simple mobile app that works even without cell services, and everything syncs back automatically, no double entry, no exported files, no workaround tools to maintain. The result is one fully integrated solution, ERP and delivery, that turns the disputes, delays, and reconciliation work created by disconnected delivery into faster invoicing, fewer disputes, and a dispatch team that can finally see what's really happening on the truck backed by an ironclad record of every delivery.

Ready to stop fighting delivery chaos?

Talk to your Spruce representative about adding Mobile Delivery to your system. See for yourself how simple, reliable delivery changes the way you operate.

Connect with us today to learn more about Spruce Mobile Delivery:

1-800-959-3367